



1/69

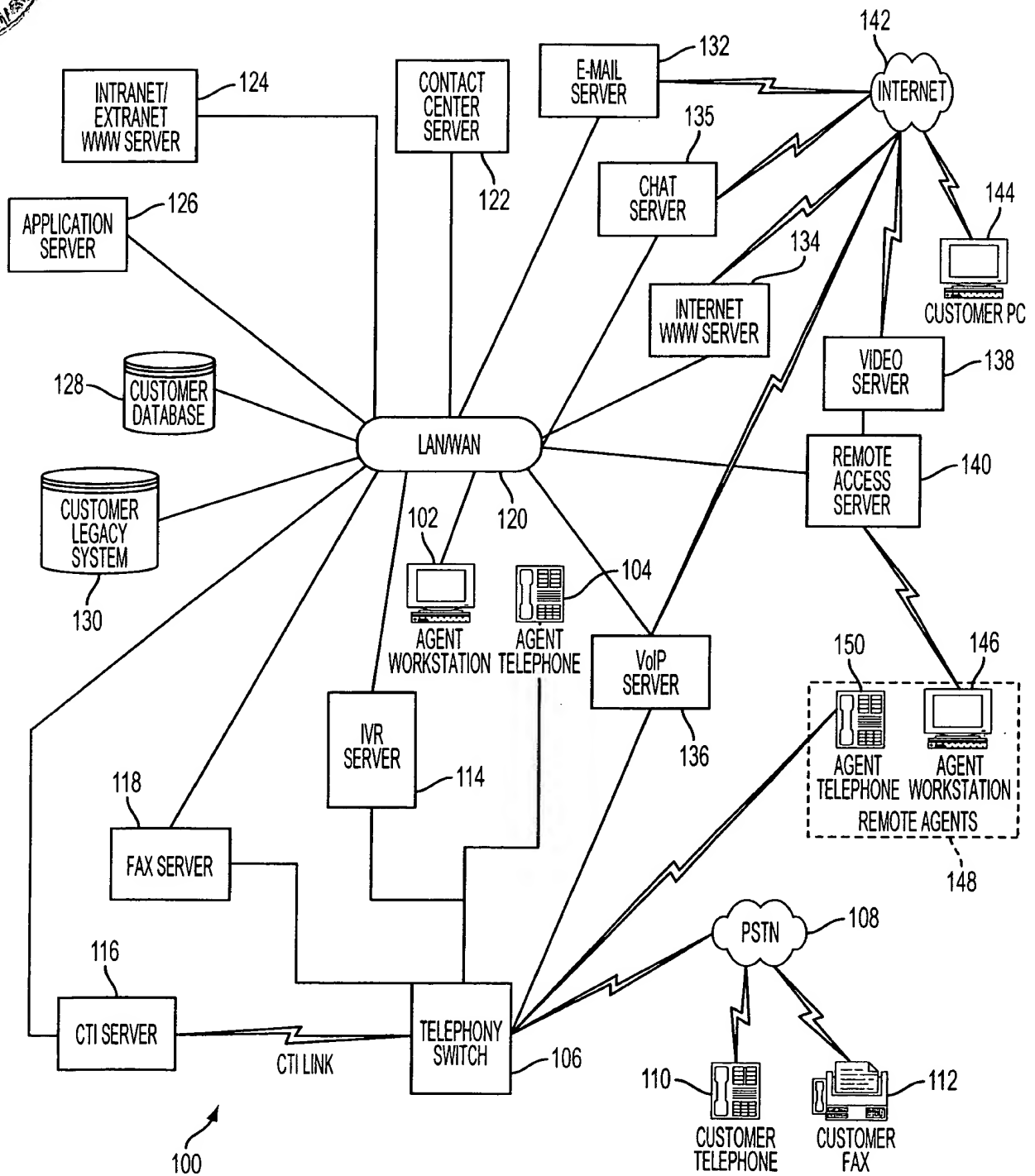


FIG. 1

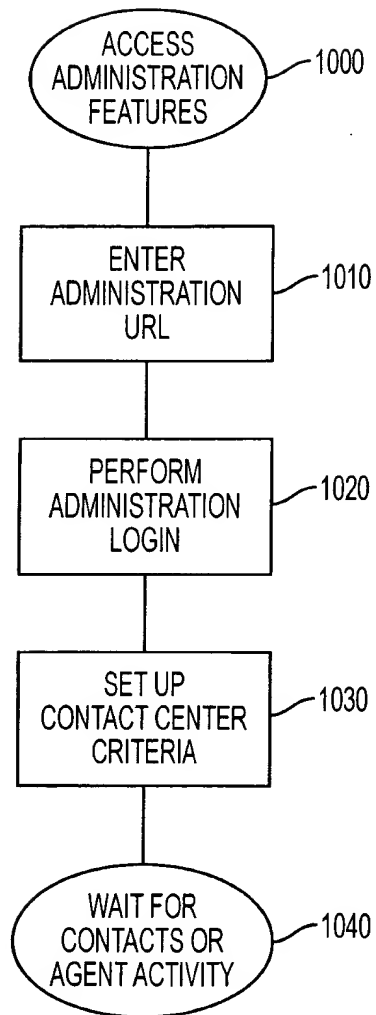


FIG. 2

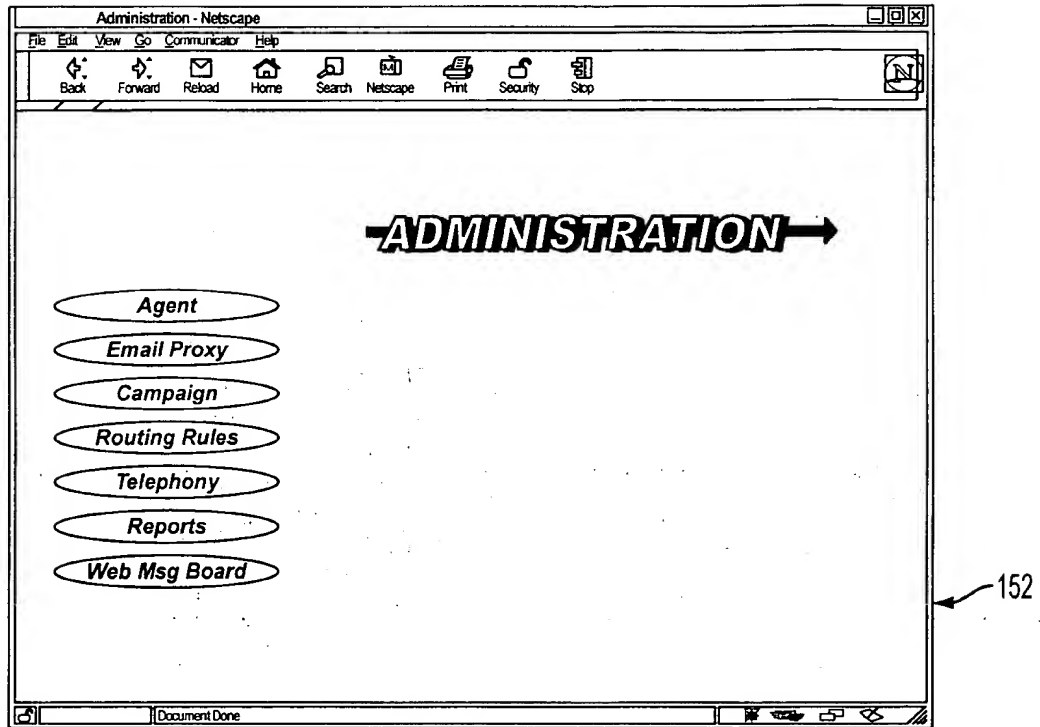


FIG. 3

Please Enter: _____

Username:

Password:

Login Reset

154

FIG. 4

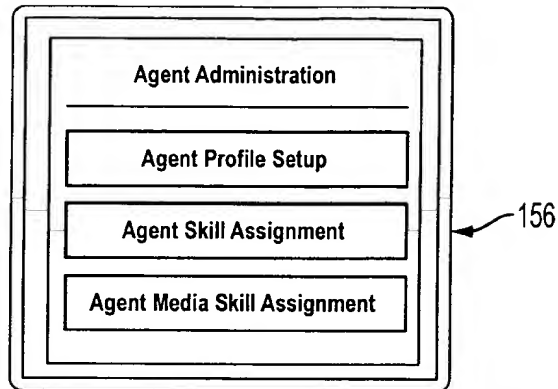


FIG. 5

A screenshot of a software window titled "Agent Profile Setup". The window is divided into two main sections. On the left, under the heading "Existing Agents:", there is a list of agent names: agent1, agent10, agent11, agent12, agent13, agent14, agent15, agent16, agent17, agent18, agent19, agent2, agent20, agent21, agent22, agent23, agent24, and agent25. To the right of this list are three buttons: "Add", "Modify", and "Remove". On the right side of the window, under the heading "Agent Profile", there are several input fields: "Username:" with the value "agent60", "Full Name:" with the value "Mike Crowe", "Password:" with masked characters "*****", and "Verify Password:" with masked characters "*****". Below these fields is a label "Max Wrap-Up time (in seconds):" with a value of "30". At the bottom of this section is a checkbox labeled "Grant Sys Admin Privileges" which is checked. A "Clear" button is located below the checkbox. An "OK" button is at the bottom right of the window. A reference numeral 158 points to the "Grant Sys Admin Privileges" checkbox.

FIG. 6

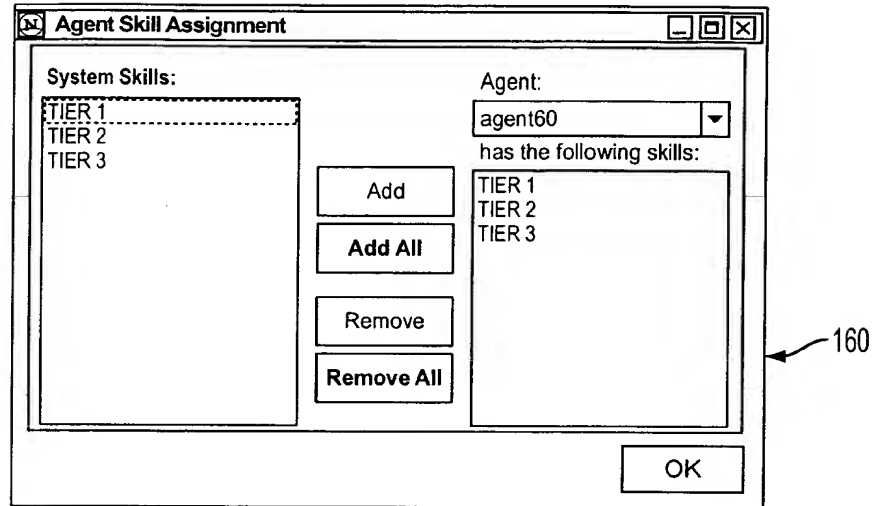


FIG. 7

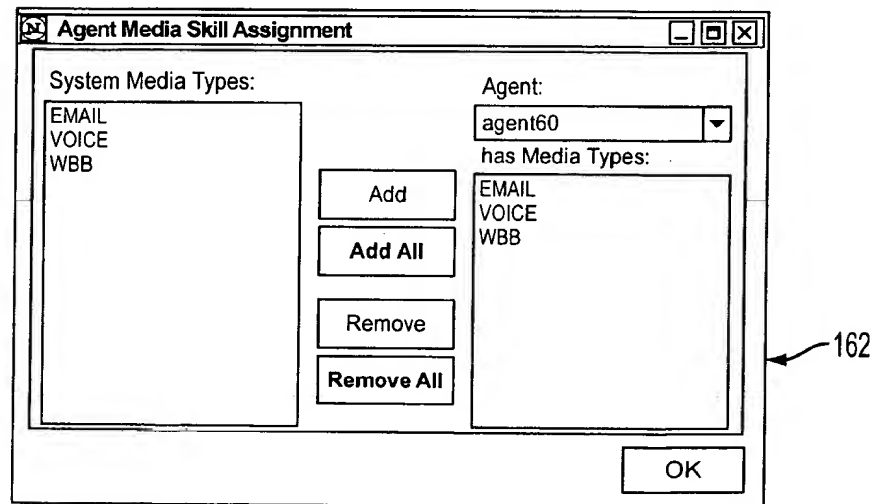


FIG. 8

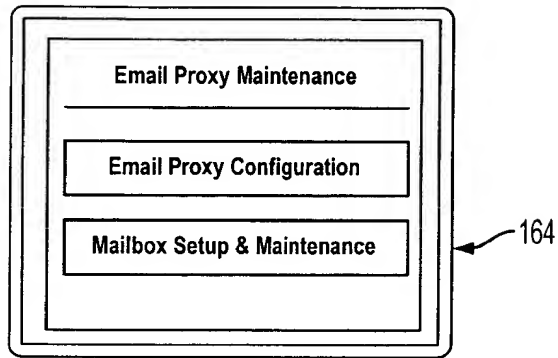


FIG. 9

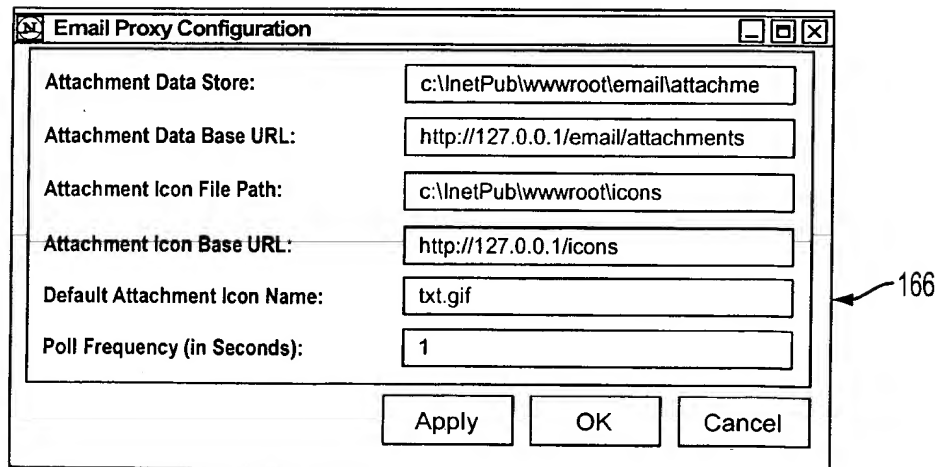
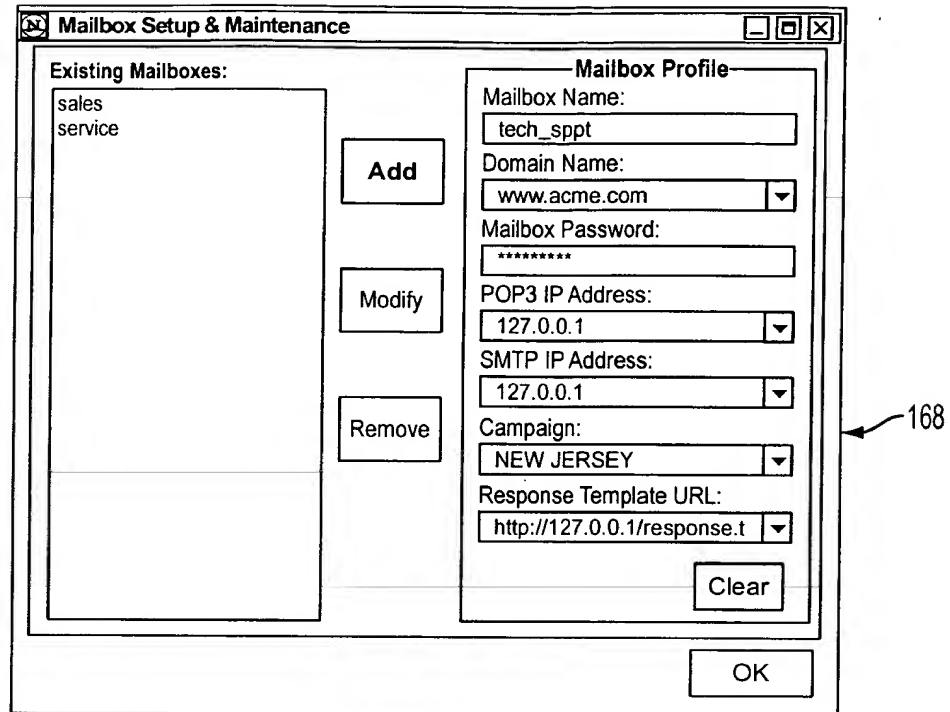


FIG. 10



The dialog box is titled "Mailbox Setup & Maintenance". It features a list of "Existing Mailboxes" on the left containing "sales" and "service". To the right of this list are three buttons: "Add", "Modify", and "Remove". On the right side of the dialog is a "Mailbox Profile" section with several fields: "Mailbox Name" (text input with "tech_sppt"), "Domain Name" (dropdown menu with "www.acme.com"), "Mailbox Password" (password input with "*****"), "POP3 IP Address" (dropdown menu with "127.0.0.1"), "SMTP IP Address" (dropdown menu with "127.0.0.1"), "Campaign" (dropdown menu with "NEW JERSEY"), and "Response Template URL" (dropdown menu with "http://127.0.0.1/response.t"). A "Clear" button is located below the "Response Template URL" field. An "OK" button is at the bottom right of the dialog. A reference numeral 168 points to the right side of the dialog box.

Mailbox Setup & Maintenance

Existing Mailboxes:

- sales
- service

Add

Modify

Remove

Mailbox Profile

Mailbox Name: tech_sppt

Domain Name: www.acme.com

Mailbox Password: *****

POP3 IP Address: 127.0.0.1

SMTP IP Address: 127.0.0.1

Campaign: NEW JERSEY

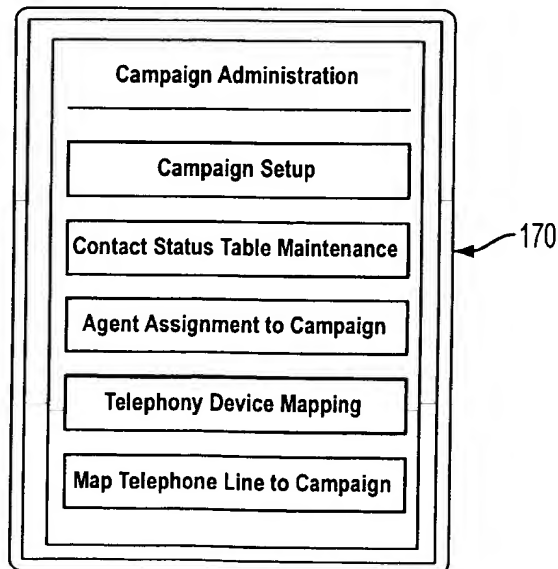
Response Template URL: http://127.0.0.1/response.t

Clear

OK

168

FIG. 11



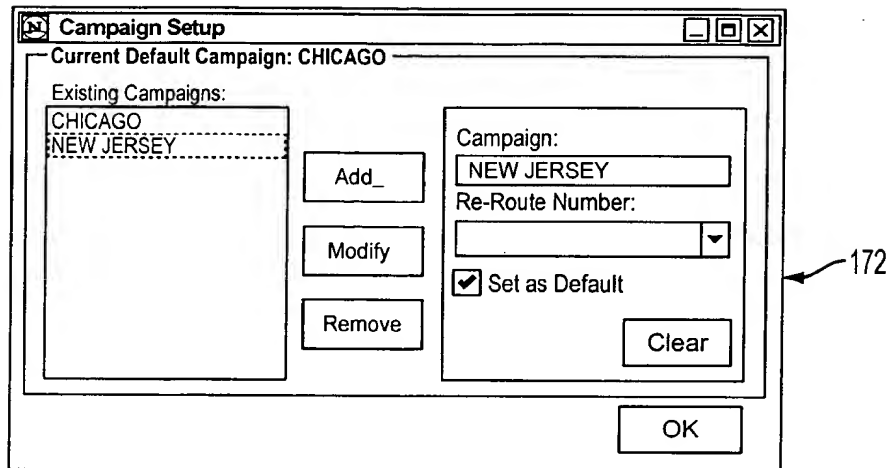
The menu is titled "Campaign Administration". It contains a list of options: "Campaign Setup", "Contact Status Table Maintenance", "Agent Assignment to Campaign", "Telephony Device Mapping", and "Map Telephone Line to Campaign". A reference numeral 170 points to the right side of the menu.

Campaign Administration

- Campaign Setup
- Contact Status Table Maintenance
- Agent Assignment to Campaign
- Telephony Device Mapping
- Map Telephone Line to Campaign

170

FIG. 12



Campaign Setup

Current Default Campaign: CHICAGO

Existing Campaigns:

CHICAGO
NEW JERSEY

Add_

Modify

Remove

Campaign: NEW JERSEY

Re-Route Number:

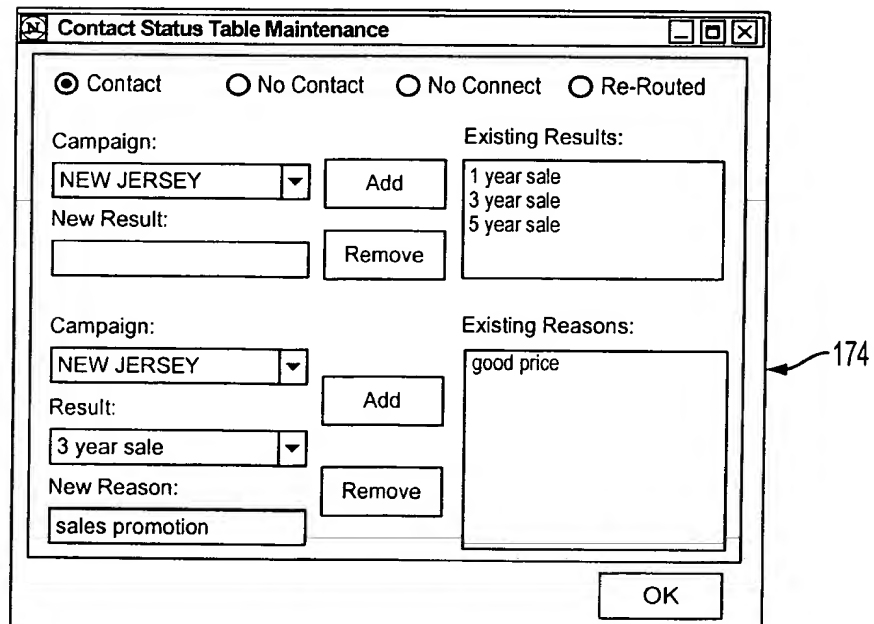
☒ Set as Default

Clear

OK

172

FIG. 13



Contact Status Table Maintenance

☒ Contact ☐ No Contact ☐ No Connect ☐ Re-Routed

Campaign: NEW JERSEY

New Result:

Add

Remove

Existing Results:

1 year sale
3 year sale
5 year sale

Campaign: NEW JERSEY

Result: 3 year sale

New Reason: sales promotion

Add

Remove

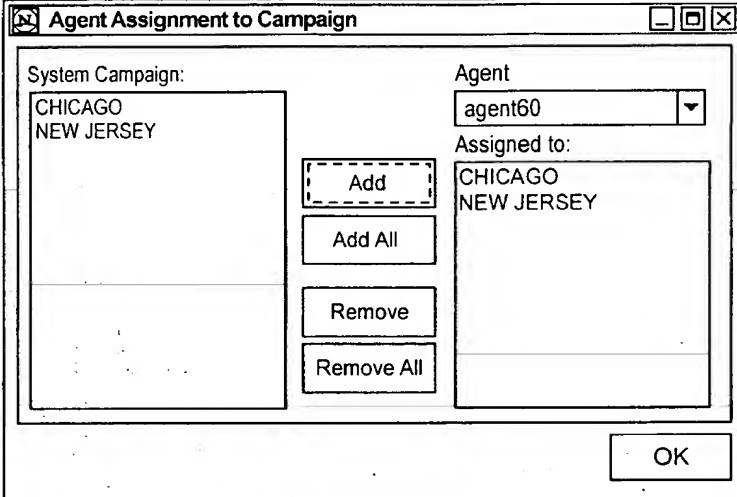
Existing Reasons:

good price

OK

174

FIG. 14



Agent Assignment to Campaign

System Campaign:

CHICAGO
NEW JERSEY

Agent

agent60

Assigned to:

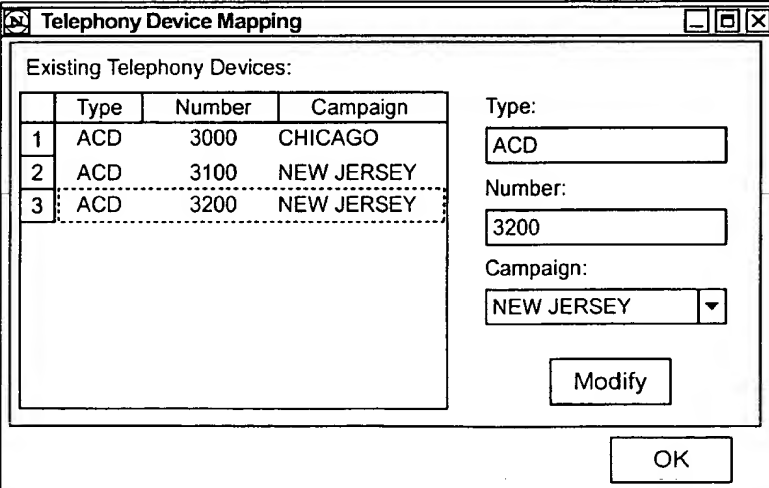
CHICAGO
NEW JERSEY

Add
Add All
Remove
Remove All

OK

176

FIG. 15



Telephony Device Mapping

Existing Telephony Devices:

	Type	Number	Campaign
1	ACD	3000	CHICAGO
2	ACD	3100	NEW JERSEY
3	ACD	3200	NEW JERSEY

Type:

ACD

Number:

3200

Campaign:

NEW JERSEY

Modify

OK

178

FIG. 16

Map Telephone Line to Campaign

Existing DNIS:

	DNIS	Campaign
1	8005551212	CHICAGO

Add
Modify
Remove

DNIS Mapping

DNIS:
8005552323

Campaign:
NEW JERSEY

Clear

OK

180

FIG. 17

Telephony Maintenance

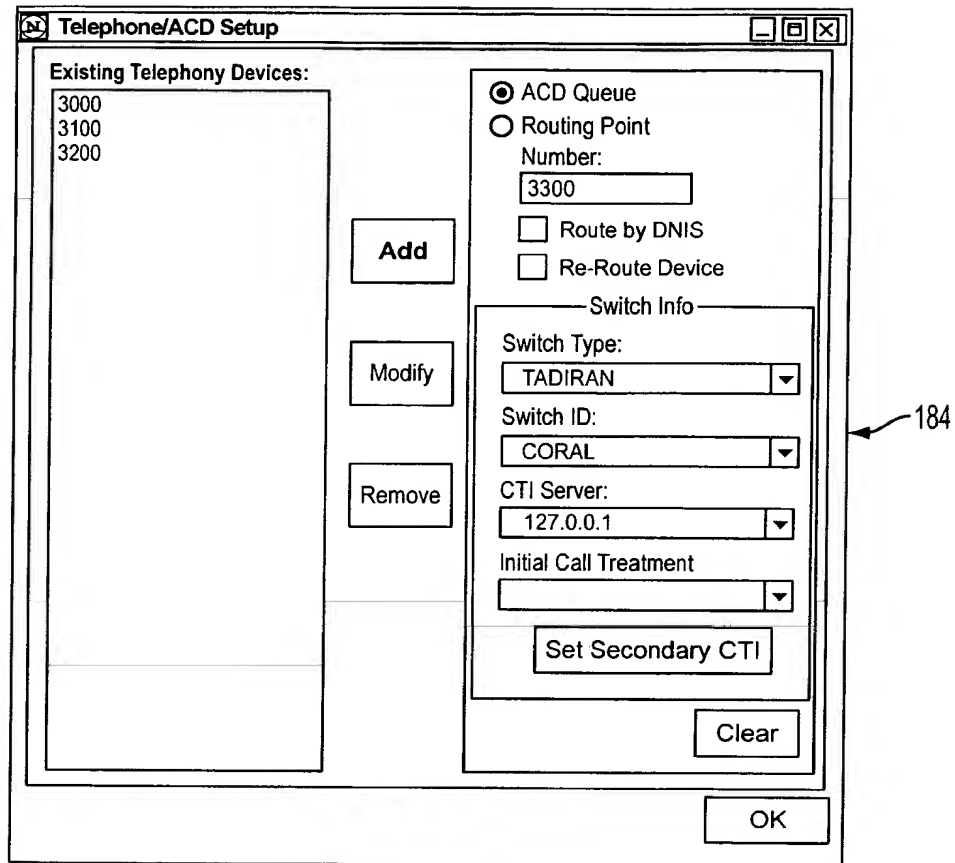
Telephone/ACD Setup

Define Telephone Extension

Map IVR Port to ACD Extension

182

FIG. 18



The **Telephone/ACD Setup** dialog box is used for configuring telephony devices. It features a list of existing devices on the left and configuration options on the right.

Existing Telephony Devices:

- 3000
- 3100
- 3200

Buttons: Add, Modify, Remove

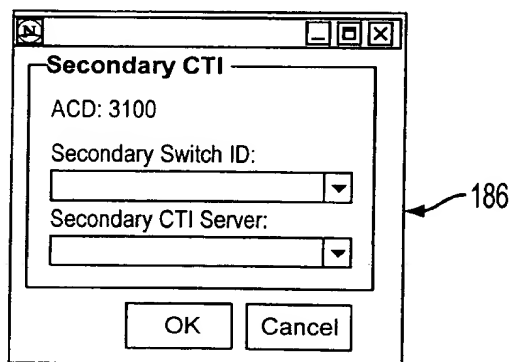
Configuration Options:

- ☒ ACD Queue
- ☐ Routing Point
- Number: 3300
- ☐ Route by DNIS
- ☐ Re-Route Device
- Switch Info**
- Switch Type: TADIRAN
- Switch ID: CORAL
- CTI Server: 127.0.0.1
- Initial Call Treatment
- Set Secondary CTI
- Clear

OK

184

FIG. 19



The **Secondary CTI** dialog box is used for configuring secondary CTI settings.

Secondary CTI

ACD: 3100

Secondary Switch ID:

Secondary CTI Server:

OK **Cancel**

186

FIG. 20

12/69

Define Telephone Extension

Existing Telephony Extensions:

200-203
401-403

Add

Modify

Remove

From Extension:
600

To Extension:
603

Switch Info

Switch Type:
LUCENT

Switch ID:
CORAL

CTI Server:
127.0.0.1

Set Secondary CTI

Clear

OK

188

FIG. 21

Map IVR Port to ACD Extension

Existing IVRs:

	Master	F.C.	T.C.	F.E.	T.E.
1	1	0	3	200	203

Add

Modify

Remove

Master:
1

From Channel (F.C.):
0

To Channel (T.C.):
3

From Extension (F.E.):
200

To Extension (T.E.):
203

☐ Re-Route Channels

Clear

OK

190

FIG. 22

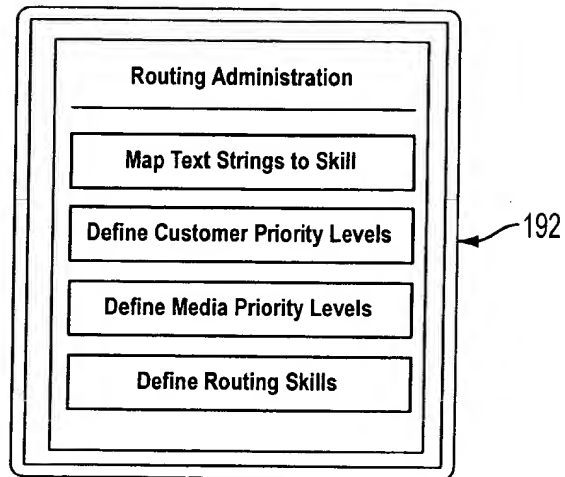


FIG. 23

A screenshot of a 'Map Text Strings to Skill' dialog box. The dialog has a title bar with the text 'Map Text Strings to Skill' and standard window controls. Inside, there are two main sections: 'Existing Text Strings' and 'Text String Mapping'. The 'Existing Text Strings' section contains a table with four rows of data. The 'Text String Mapping' section contains input fields for 'Text String' and 'Match Skill', with 'Add' and 'Remove' buttons between them. A 'Clear' button is at the bottom right of the mapping section. An 'OK' button is at the bottom center of the dialog. An arrow labeled '194' points to the right side of the dialog box.

	Text String	Matched Skill:
1	sale	SALES REP
2	sale	SALES MGR
3	problem	SUPPORT MGR
4	corpora	MKT MGR

FIG. 24

Define Customer Priority Levels

Existing Customer Types:

	Customer Type	P	I	
1	5	1	0	1
2	4	50	0	1
3	3	15	40	3
4	1	5	20	5
5	0	0	10	1
6	6	92	4	4
7	7	96	1	23
8	89	34	45	4
9	68	56	65	3
10	2	10	30	4

Add

Modify

Remove

Customer Type: 5

Priority (P): 1

Increment (1): 0

Frequency (F)(in seconds): 1

Clear

OK

196

FIG. 25

Define Media Priority Levels

Existing Media Types:

	Media Type	P	I	F	Time Out
1	EMAIL	2	5	5	30
2	WBB	3	5	5	30
3	VOICE	1	50	5	30

Modify

Remove

Media Type: WEB

Priority (P): 2

Increment (1): 5

Frequency (F)(in seconds): 5

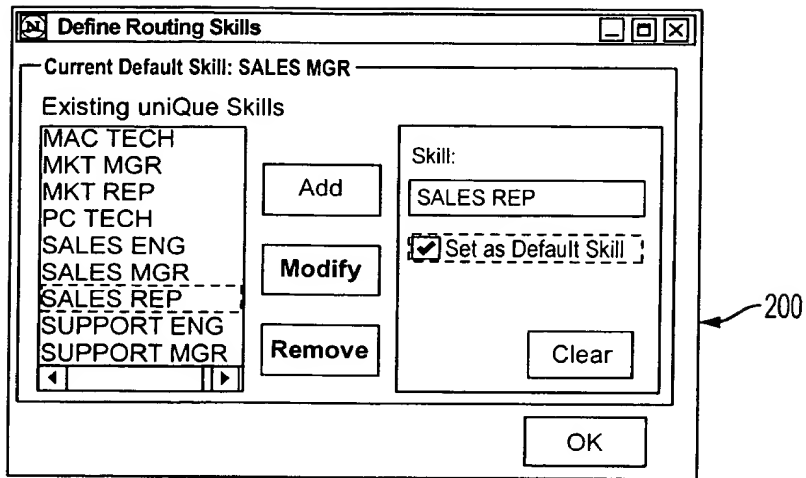
Time Out (in seconds): 30

Clear

OK

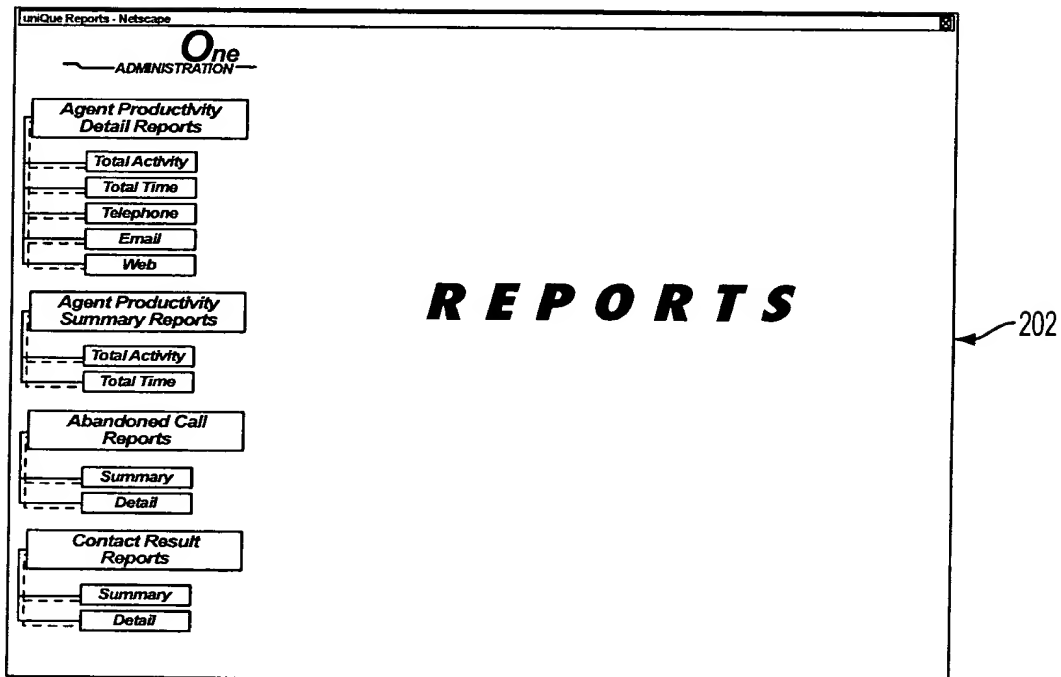
198

FIG. 26



A dialog box titled "Define Routing Skills" with a standard window control bar. It displays "Current Default Skill: SALES MGR". Below this, a list box titled "Existing uniQue Skills" contains the following items: MAC TECH, MKT MGR, MKT REP, PC TECH, SALES ENG, SALES MGR, SALES REP, SUPPORT ENG, and SUPPORT MGR. To the right of the list are three buttons: "Add", "Modify", and "Remove". Further right is a "Skill:" section with a text input field containing "SALES REP", a checked checkbox labeled "Set as Default Skill", and a "Clear" button. An "OK" button is located at the bottom center of the dialog. A reference numeral 200 points to the right side of the dialog box.

FIG. 27



A screenshot of a web browser window titled "uniQue Reports - Netscape". The page features a logo at the top left that says "One ADMINISTRATION". On the left side, there is a vertical menu with several report categories, each with sub-links: "Agent Productivity Detail Reports" (with sub-links: Total Activity, Total Time, Telephone, Email, Web), "Agent Productivity Summary Reports" (with sub-links: Total Activity, Total Time), "Abandoned Call Reports" (with sub-links: Summary, Detail), and "Contact Result Reports" (with sub-links: Summary, Detail). The main content area of the page displays the word "REPORTS" in a large, bold, italicized serif font. A reference numeral 202 points to the right side of the browser window.

FIG. 28

Period: 4/14/99
 Organization: Services
 Agent: David
 Campaign: All
Total Activity Recap

Report Date: 4/17/99
 Report Time: 14:05:03

<u>Log In</u>	<u>Log Out</u>	<u>Duration</u>	<u>Telephone Contacts</u>			<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>	<u>Avg. Min. Per/Contact</u>
			<u>In-bound</u>	<u>Out-bound</u>	<u>Total</u>					
8:00	10:00	120	13	4	17	4	3		24	5.00
10:15	12:00	105	7	3	10	11	4		25	4.20
12:45	14:30	105	12	3	15	5	3		23	4.57
14:45	16:00	75	7	6	13	3	2		18	4.17
	Total	405	39	16	55	23	12		90	4.50

FIG. 29

204

<u>Contact Handling Time</u>									
<u>Log In</u>	<u>Log Out</u>	<u>Unavailable</u>	<u>No Activity</u>	<u>Inbound</u>	<u>Outbound</u>	<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>
		<u>Time</u>	<u>Time</u>	<u>Telephone</u>	<u>Telephone</u>				<u>Time</u>
8:00	10:00	2	7	72	24	8	8		120
10:15	12:00	2	5	45	21	24	8		105
12:45	14:30	11	4	57	15	11	7		105
14:45	16:00	3	3	29	28	7	5		75
	Total	18	19	203	88	50	27		405

FIG. 30

206

17/69

Period:	4/14/99		Report Date: 4/17/99				
Organization:	Services		Report Time: 14:05:03				
Campaign:	All						
Total Activity Recap							
	Telephone Contacts		Email	Web	Other	Total	Avg. Min.
Agent	<u>Inbound</u>	<u>Outbound</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Per/Contact</u>
David Robinson	43	4	47	4		98	4.23
Joe Mc Colum	34	3	37	11		85	5.65
Harry Doyle	65	3	68	5		141	7.89
Jane Alexander	98	6	104	3		211	113.65
Kermit Spenser	132	3	135	11		281	23.50
Mike Alabastor	45	5	0	5		55	4.50
Milan Jones	32	6	0	6		44	4.12
Scott Nyquist	65	8	45	3		121	7.30
Total	514	38	436	48	0	1036	2.84

FIG. 31

208

	Unavailable	No Activity	Inbound	Outbound				Total
	Time	Time	Telephone	Telephone	Email	Web	Other	Time
David Robinson	12	14	300	43	23	12		404
Joe Mc Colum	34	12	234	23	45	15		363
Harry Doyle	12	0	432	54	43	16		557
Jane Alexander	6	0	123	23	54	18		224
Kermit Spenser	15	0	123	23	67	19		247
Mike Alabastor	7	12	189	56	65	20		349
Milan Jones	12	45	321	71	23	21		493
Scott Nyquist	23	23	200	23	12	22		303
Total	121	106	1922	316	332	143	0	2940

FIG. 32

210

18/69

Period: 4/14/99		Report Date: 04/17/99			
		Report Time: 14:05:03			
		Average			
		No Of Abandoned			
		Wait Time			
ACD Group	ACD Name	Total Calls	Abandoned Calls	Percent	(in min)
1	Inbound Sales	120	23	19%	0.34
2	Service	60	4	7%	0.56
3	Customer Support	75	7	9%	1.5
4	Outbound Sales	68	0	0%	0
	Total	323	34	11%	

FIG. 33

212

Shift 1		Total Calls	No Of Abandoned Calls	Percent	Average Abandoned Wait Time (in sec)	Average Pre Call Processing Time
8:00	8:15	5	0	0%	0	0
8:15	8:30	5	0	0%	0	0
8:30	8:45	9	3	33%	115	136
8:45	9:00	8	1	13%	15	15
9:00	9:15	6	1	17%		
9:15	9:30	7	1	14%		
9:30	9:45	2	0	0%		
9:45	10:00	12	4	33%		
10:00	10:15	15	3	20%		
10:15	10:30	7	1	14%		
10:30	10:45					
10:45	11:00					
11:00	11:15					
11:30						

FIG. 34

214

19/69

Organization : Services						Report Date: 04/17/99		
Reporting Period: 4/14/99						Report Time: 14:05:03		
Campaign: Widgets 1								
Shift 1		Calls	E-Mails	Web Contacts	Total Contacts	Average Wait (in Min)	Average Session (in Min)	Average Wrap-up (in Min)
8:00	8:15	5	15		20	0.00	3.50	0.50
8:15	8:30	5		1	6	0.00	4.20	0.03
8:30	8:45	9			9	3.00	6.30	0.40
8:45	9:00	8	5		13	7.50	15.00	0.40
9:00	9:15	6			6	1.00	15.00	0.40
9:15	9:30	7		1	8	1.00	15.00	0.40
9:30	9:45	2			2	0.00	15.00	0.40
9:45	10:00	12			12	4.00	15.00	0.40
10:00	10:15	15			15	3.00	15.00	0.40
10:15	10:30	7			7	1.00	15.00	0.40
10:30	10:45	12	1		13			
10:45	11:00	2						

216

FIG. 35

Organization : Services	Report Date: 04/17/99					
Reporting Period: 4/14/99	Report Time: 14:05:03					
Campaign: Widgets 1						
OUTCOME: Successful Contact						
Successful Contacts Result Summary						
Inbound	Outbound					
Telephone	Telephone	Email	Web	Other	Total	
Result	Calls	Calls	Contacts	Contacts	Contacts	Contacts
New Customer Sale	16	8	17	17		58
Existing Customer Sale	56	23	5	23		107
No Sale	34	34	7	5		80
Successful Service - Products	21	32	23	7		83
Unsuccessful Service - Products	80	12	4	9		105
Other	12	23	5	12		52
Total	219	132	61	73	0	485

218

FIG. 36

20/69

Successful Contact Result Detail								
Result - New Customer Sale								
Reason	Inbound		Outbound		Email	Web	Other	Total
	Telephone	Telephone	Telephone	Telephone				
	Calls	Calls	Contacts	Contacts				
Good Price		3	1	2	2			8
Loyal Customer		1	2	2	3			8
Likes Product		6	0	1	1			8
In a Good Mood		1	1	3	8			13
Has the Money		2	3	4	2			11
Other		3	1	5	1			10
Total		16	8	17	17	0		58

FIG. 37

220

							Report Date: 04/17/99	
Organization : Services							Report Time: 14:05:03	
Reporting Period: 4/14/99								
Campaign:								Total
	Outbound	Rerouted	Outbound No Connects					No Contacts
	No Contact	Inbound	Busy	No	SIT Tone	Answering	Total	Reroutes &
<u>Agent</u>	<u>Telephone Calls</u>	<u>Contacts</u>	<u>Signals</u>	<u>Answer</u>	<u>No Connect</u>	<u>Machines</u>	<u>No Connects</u>	<u>No Connects</u>
David Robinson	43	31	4	23	1	23	28	105
Joe Mc Colum	34	31	11	12	2	12	25	90
Harry Doyle	65	60	5	16	5	4	26	151
Jane Alexander	98	91	3	19	1	2	23	212
Kermit Spenser	132	124	11	23	2	13	36	292
Mike Alabastor	45	33	5	25	3	34	33	111
Milan Jones	32	26	6	28	1	12	35	93
Scott Nyquist	65	63	3	12	2	1	17	145
Total	514	462	48	158	17	3	223	1199

FIG. 38

222

									Report Date: 04/17/99
Organization : Services								Report Time: 14:05:03	
Reporting Period: 4/14/99									
Campaign:									
	Outbound	Right		Wrong	No Connects				Total
	Telephone	Party		Party	Busy	No	SIT Tone	Answering	No
<u>Agent</u>	<u>Attempts</u>	<u>Contacts</u>	<u>Percent</u>	<u>Contacts</u>	<u>Signals</u>	<u>Answer</u>	<u>No Connect</u>	<u>Machine</u>	<u>Connects</u>
David Robinson	71	34	48%	9	4	23	1	3	26
Joe Mc Colum	59	31	53%	3	11	12	2	23	25
Harry Doyle	91	60	66%	5	5	16	5	21	26
Jane Alexander	121	91	75%	7	3	19	1	17	23
Kermit Spenser	168	124	74%	8	11	23	2	12	36
Mike Alabastor	78	33	42%	12	5	25	3	3	33
Milan Jones	67	26	39%	6	6	28	1	4	35
Scott Nyquist	82	63	77%	2	3	12	2	6	17
Total	737	462	63%	52	48	158	17	89	223

FIG. 39

224

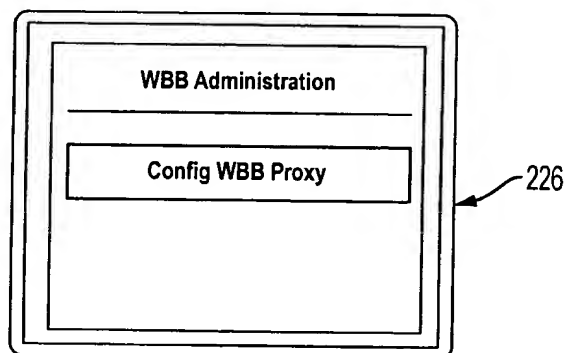


FIG. 40

Config WBB Proxy

Web Bulletin Board Proxy Configuration

ODBC DSN: msgbody

Web BB DB Polling Frequency (in hours): 24

Ignore Messages Older than: 400 Days

Messages are Routed to Agent if not Answered within: 24 Hours

Web BB ISAPI URL: http://127.0.0.1 wconnect/wc.dll

Apply OK Cancel

Unsigned Java Applet Window

228

FIG. 41

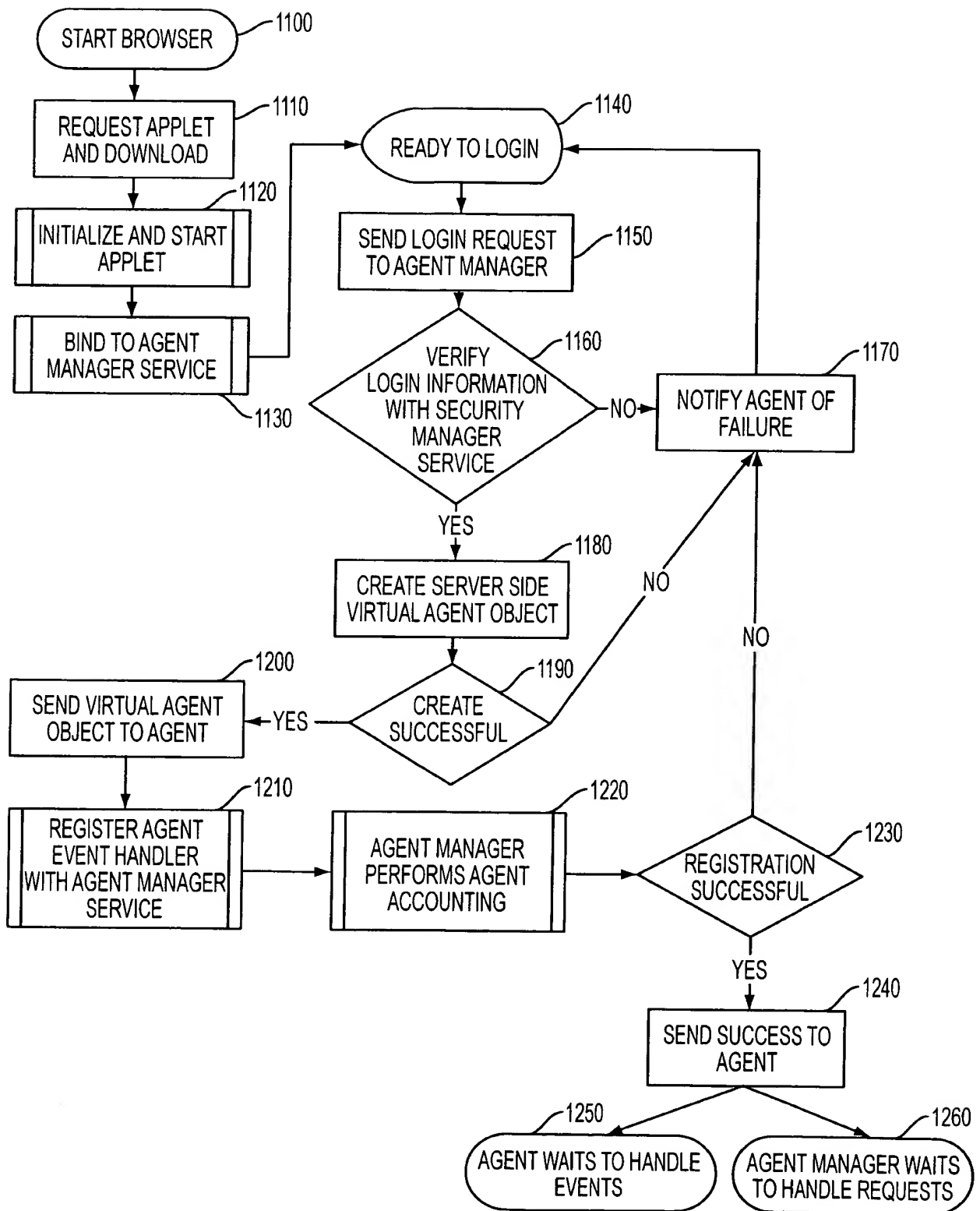


FIG. 42

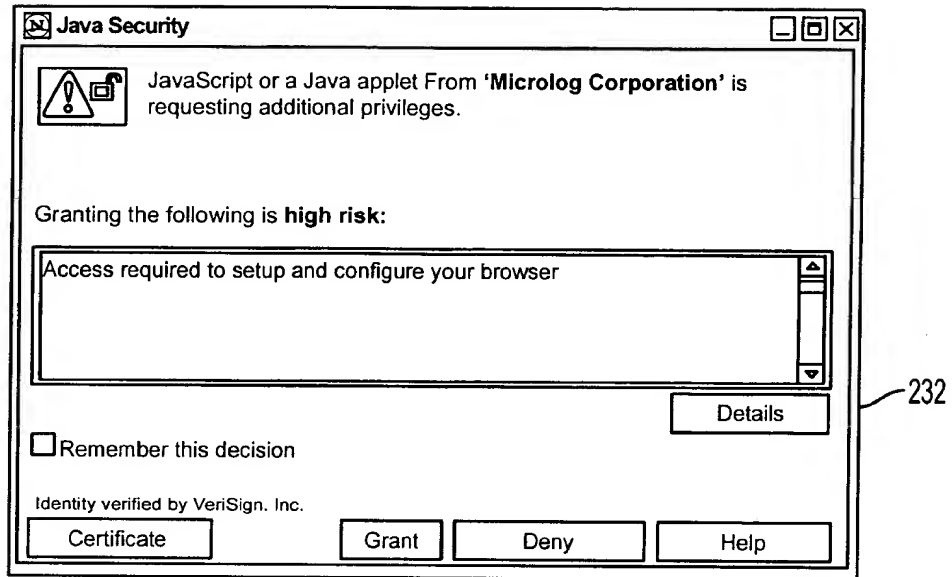


FIG. 43

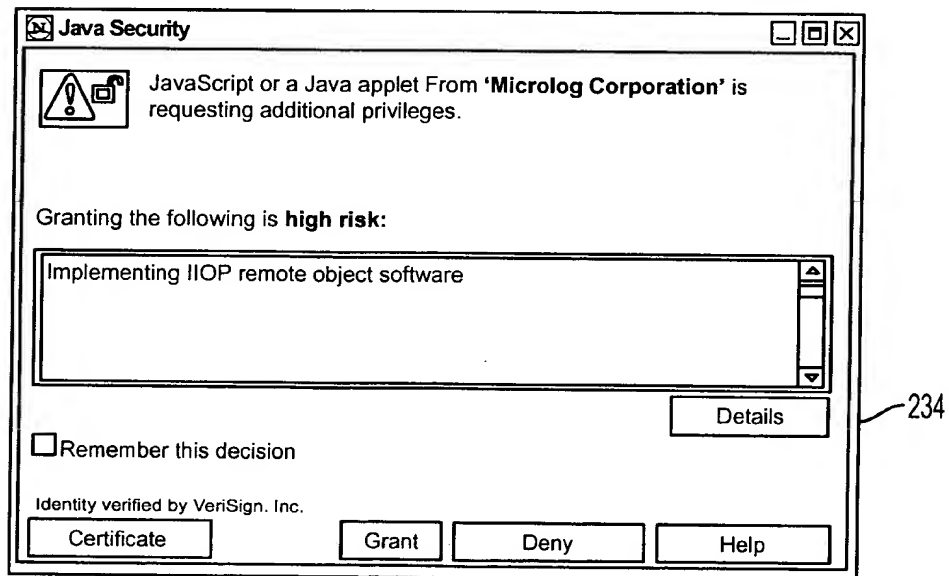


FIG. 44

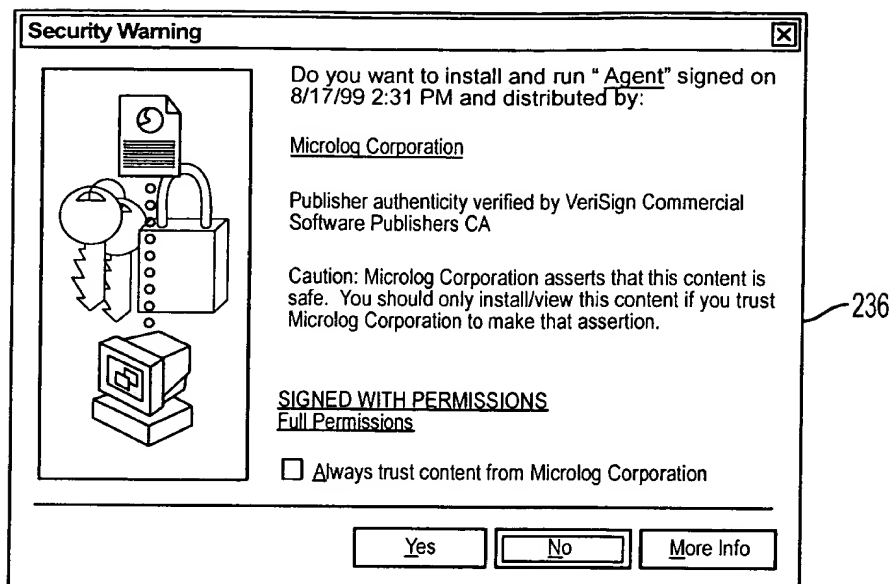


FIG. 45

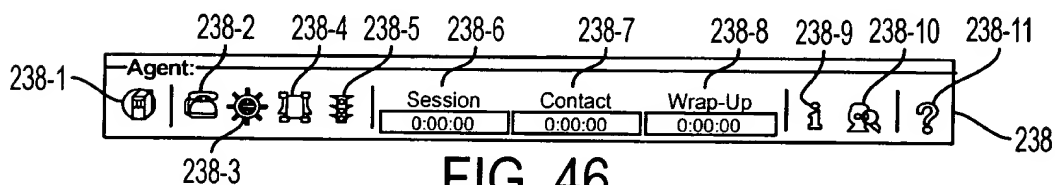


FIG. 46

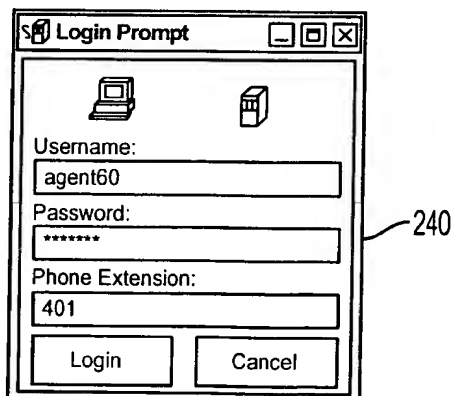


FIG. 47

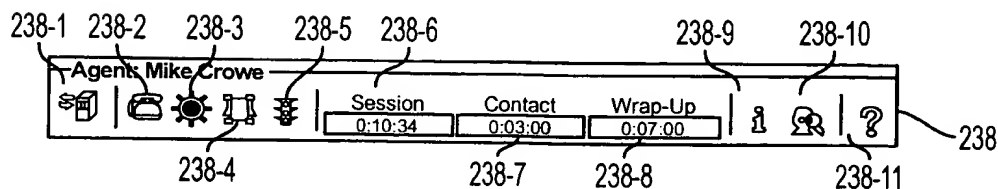


FIG. 48

Change Password

Enter Old Password:

Enter New Password:

Verify New Password:

Change Cancel

242

FIG. 49

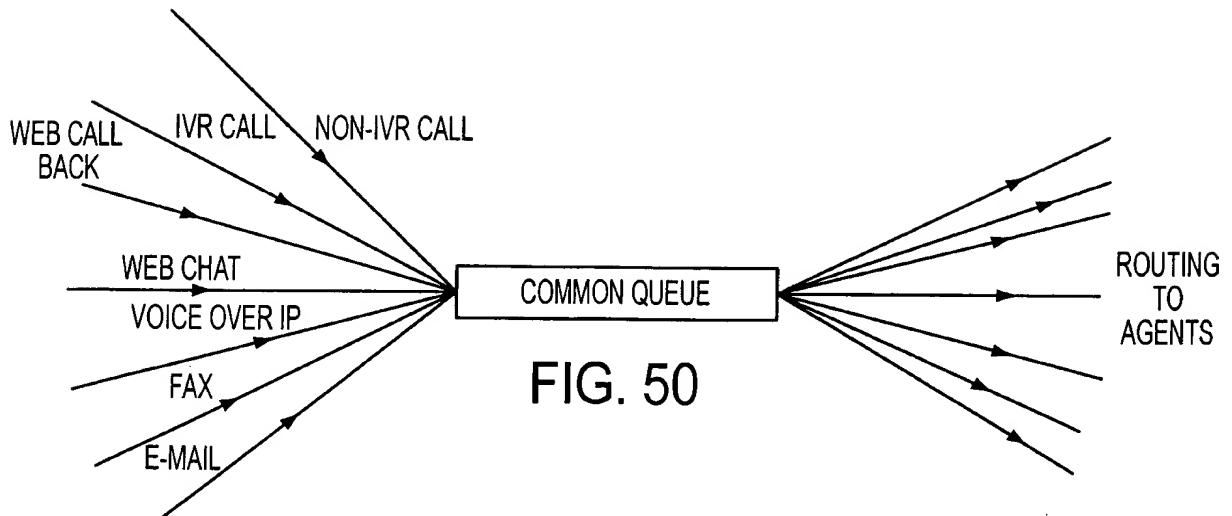


FIG. 50

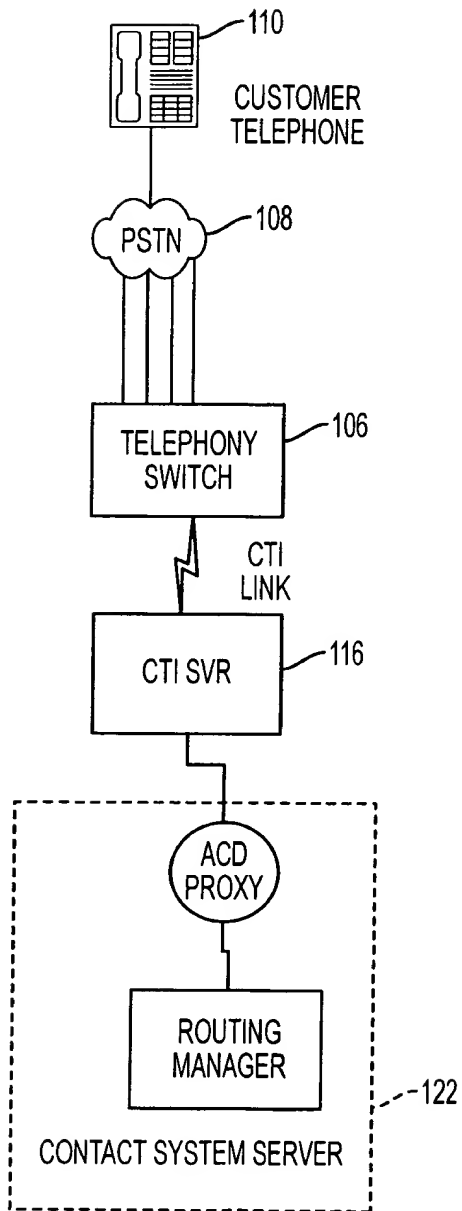


FIG. 51

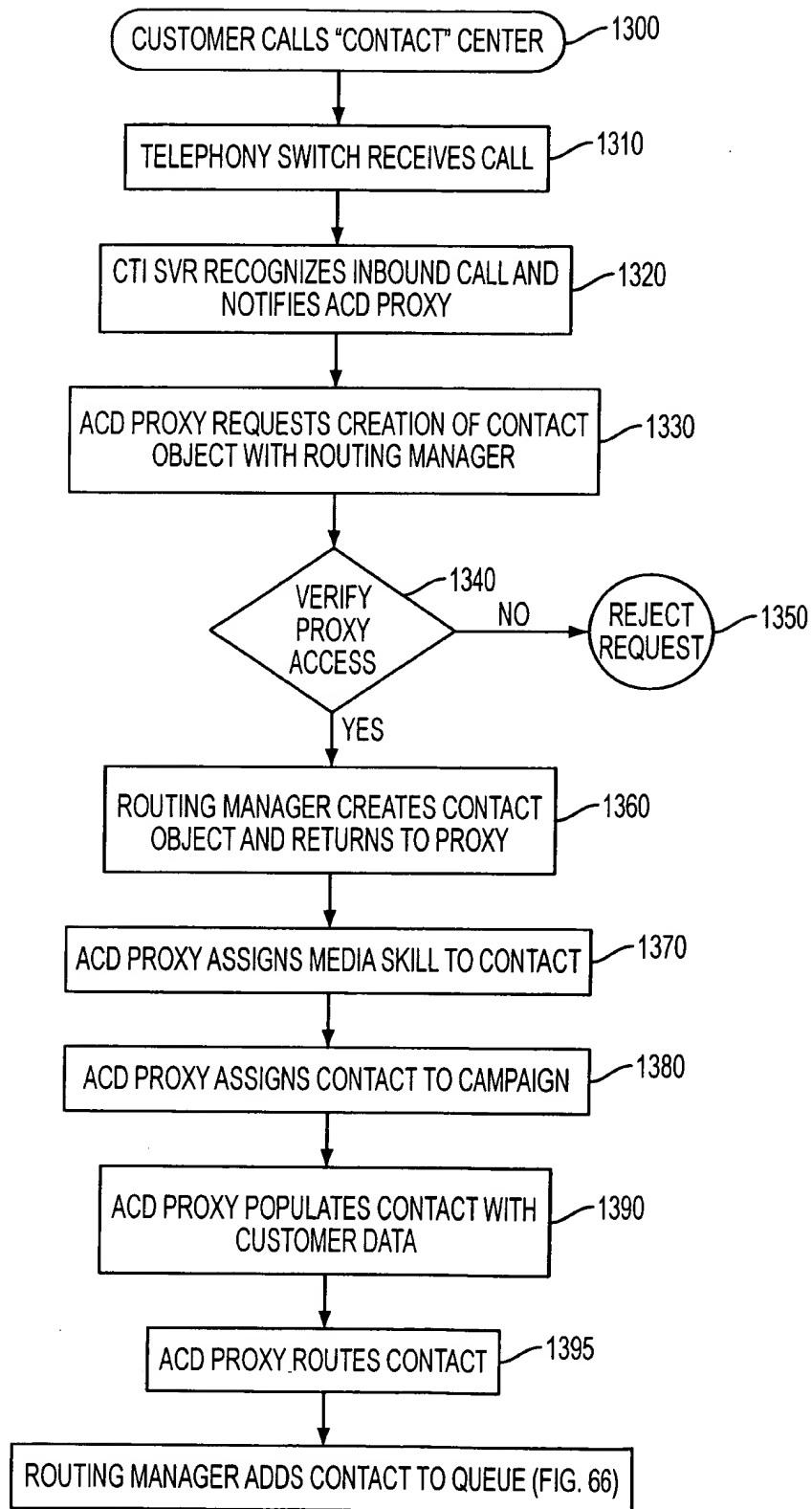


FIG. 52

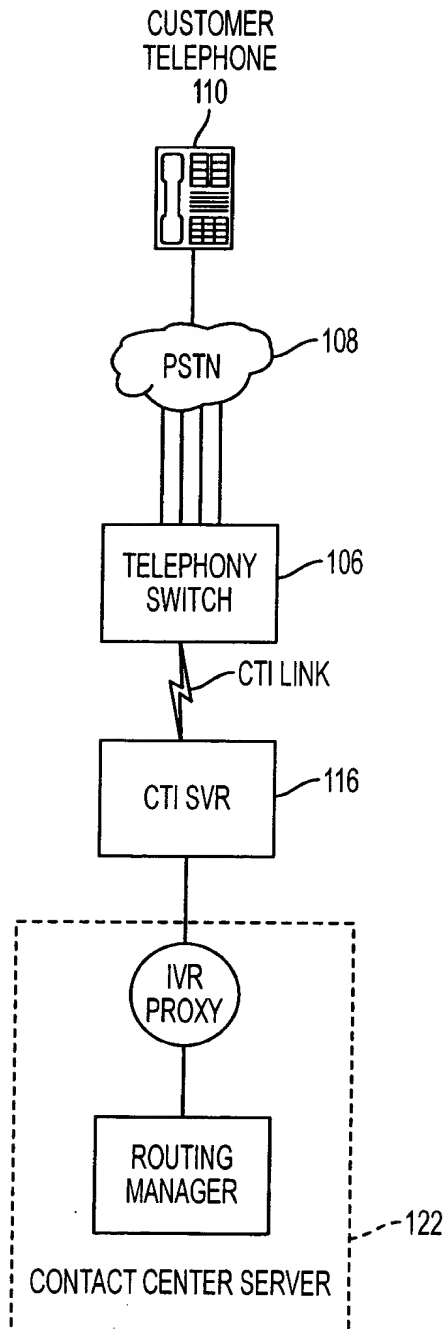


FIG. 53

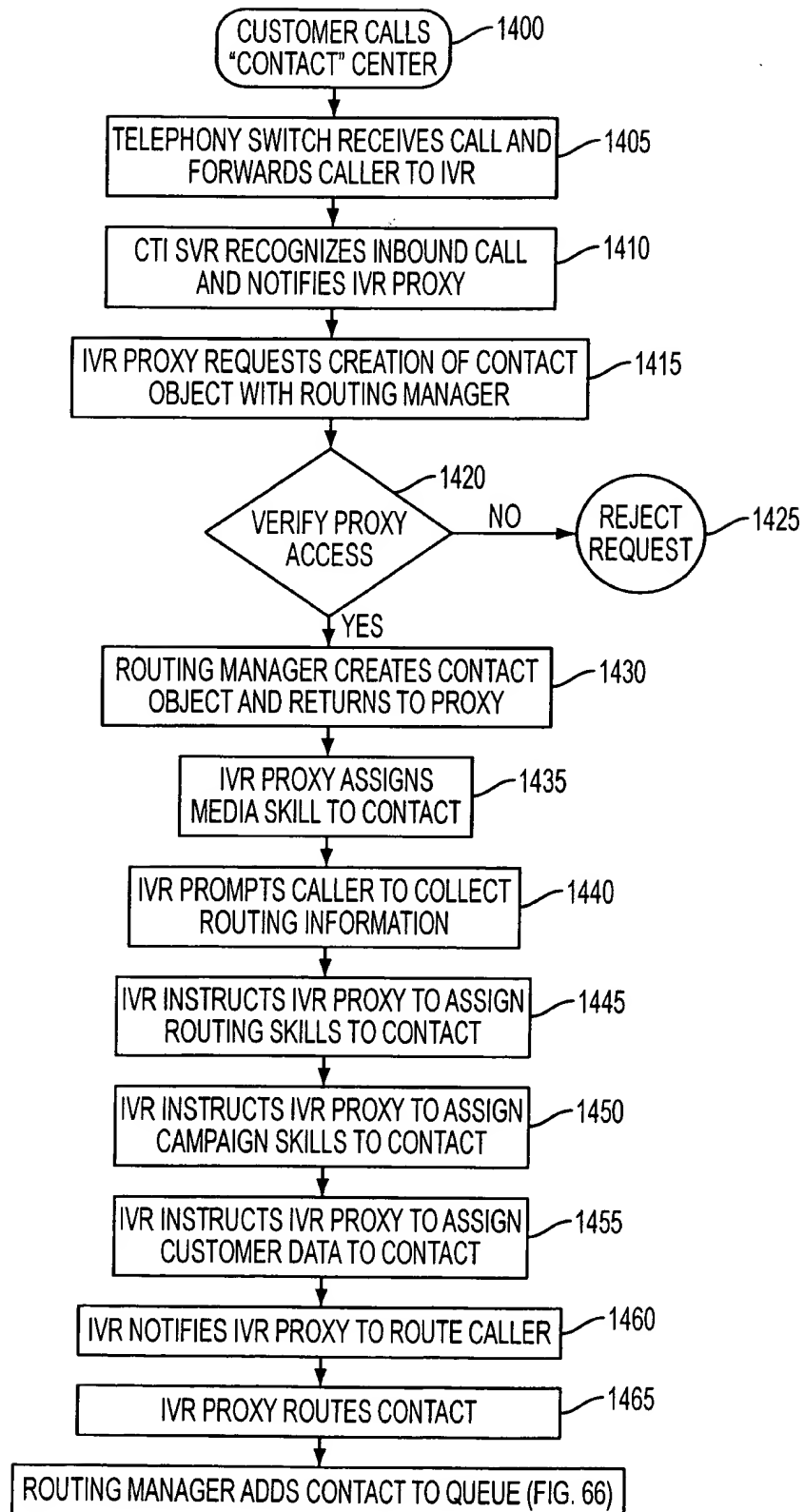


FIG. 54

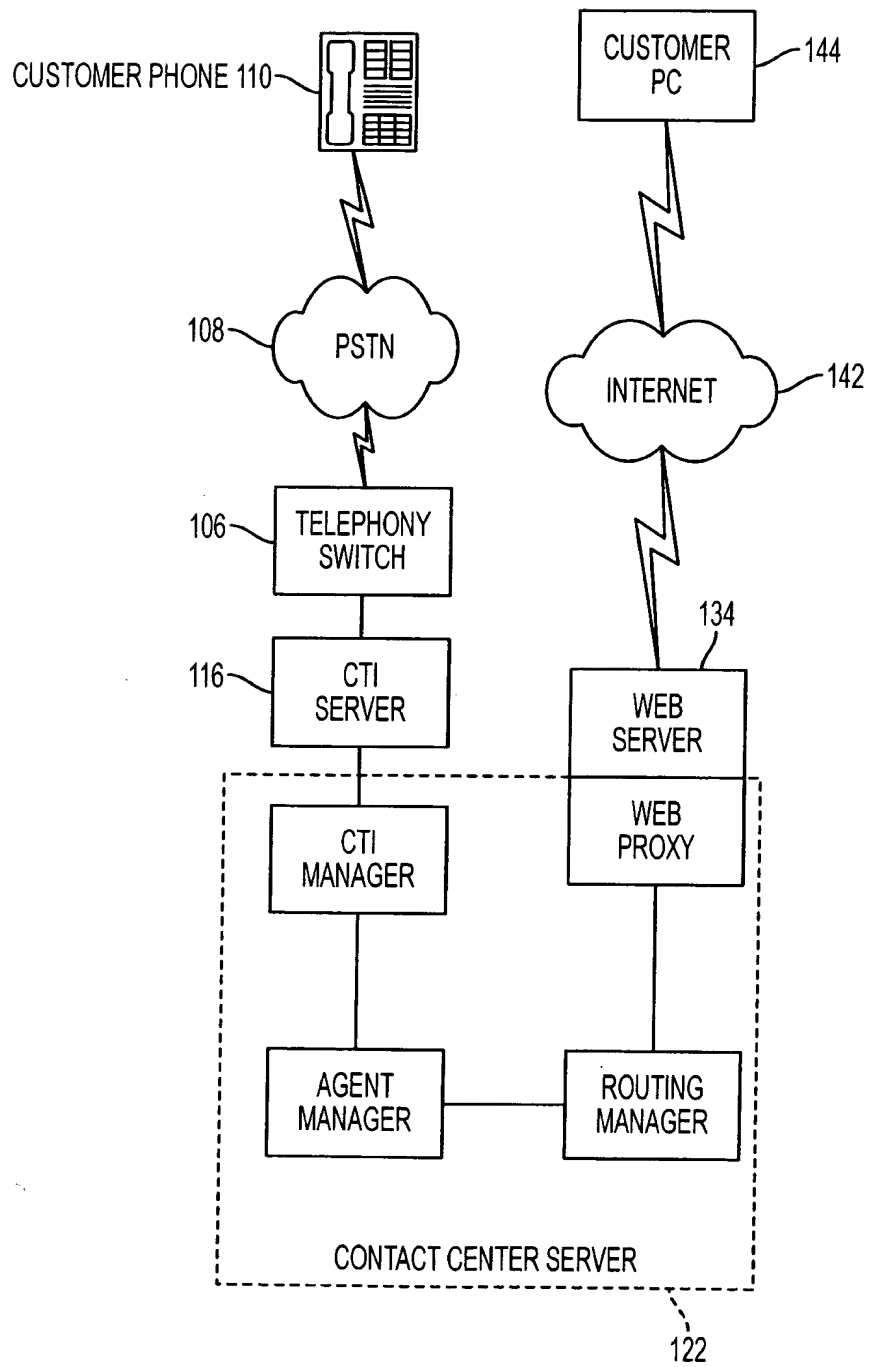


FIG. 55

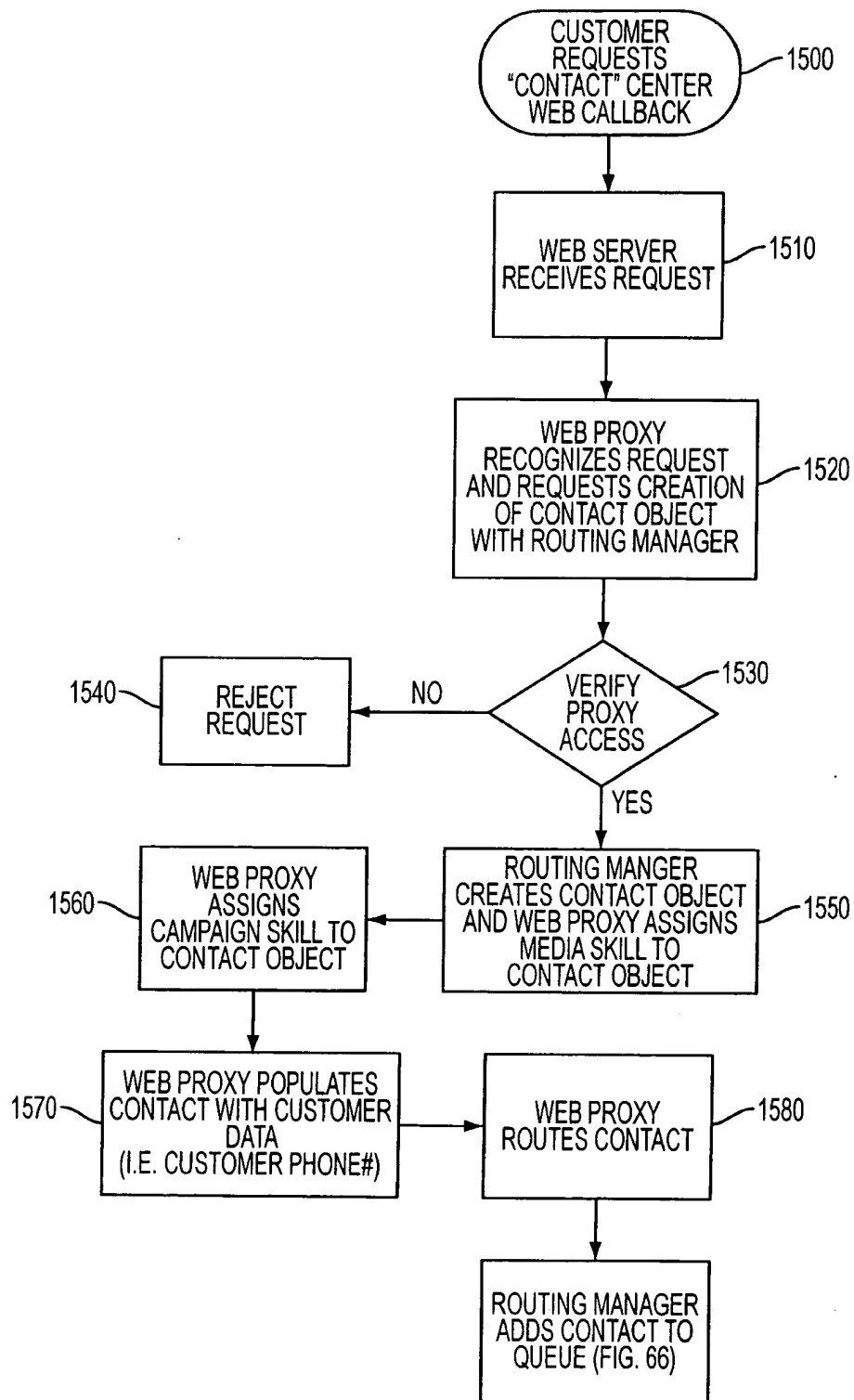


FIG. 56

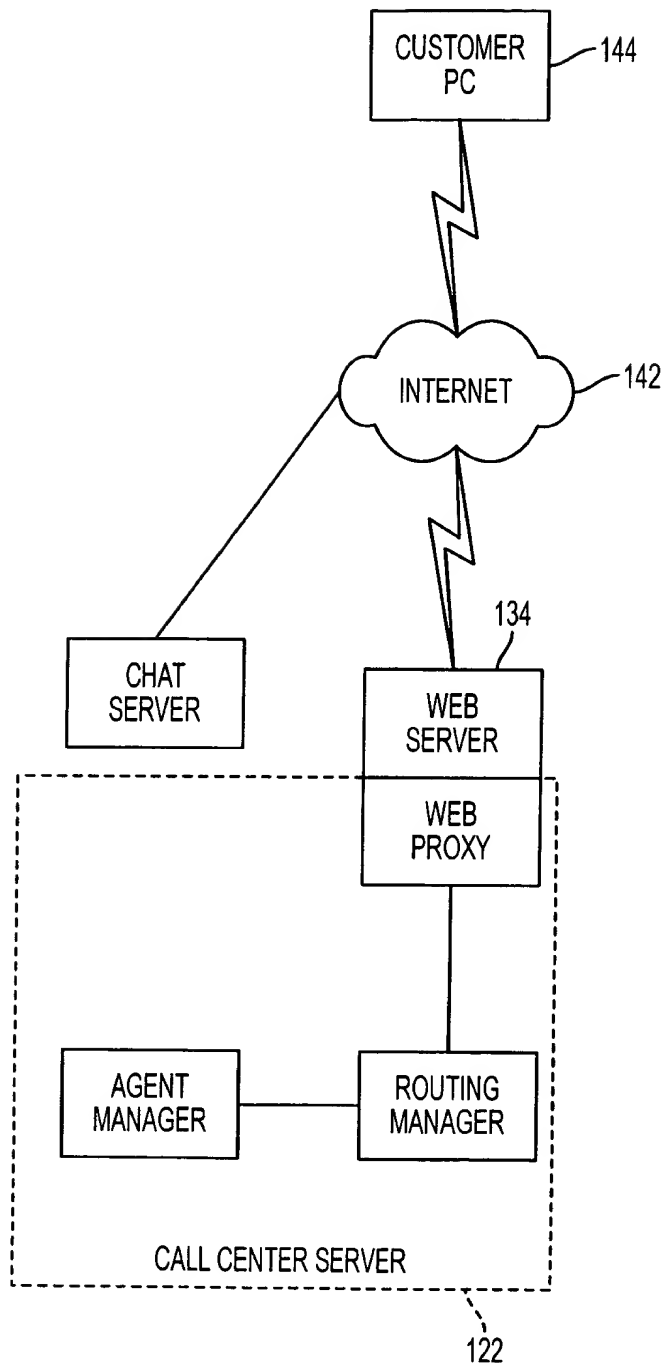


FIG. 57

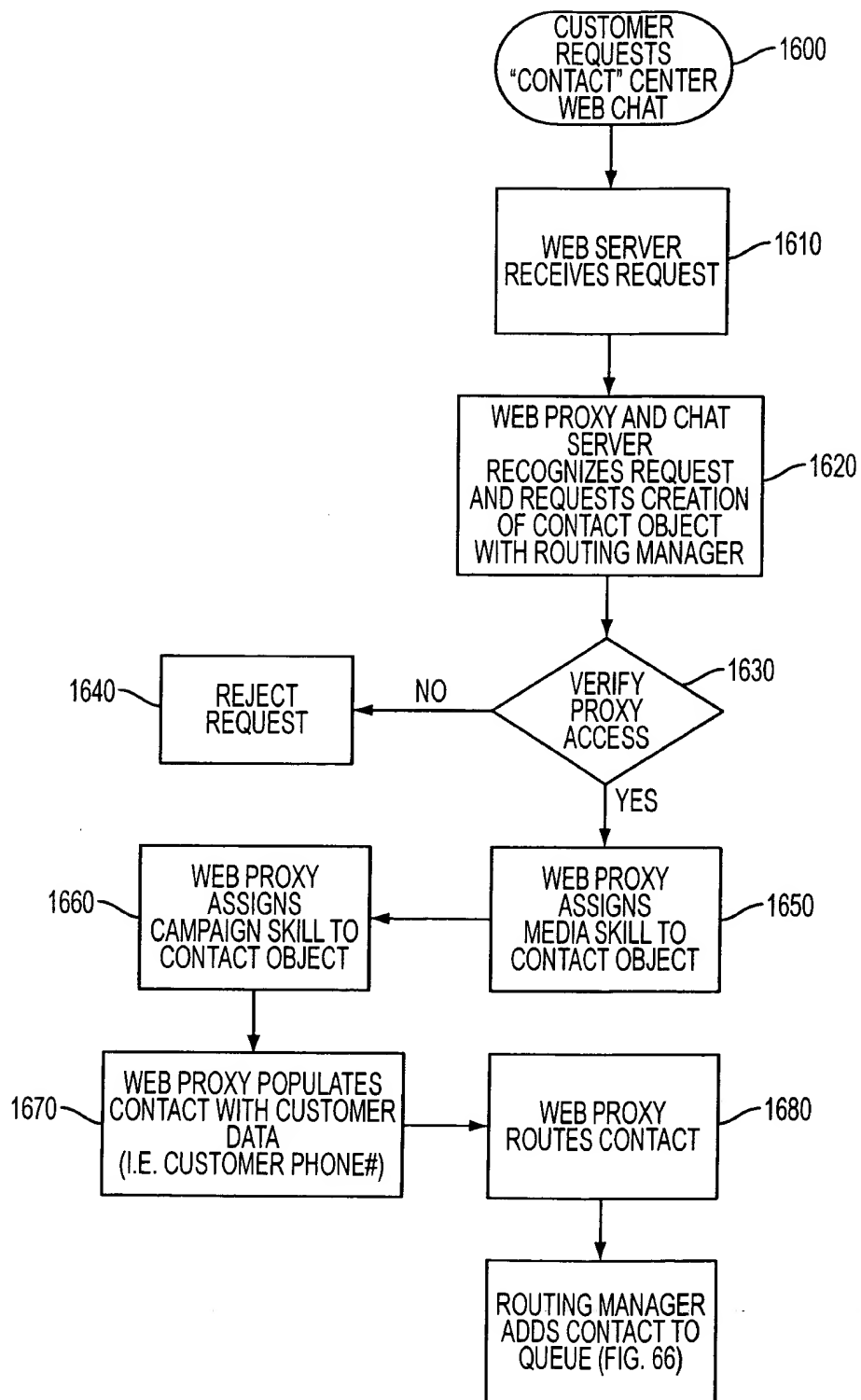


FIG. 58

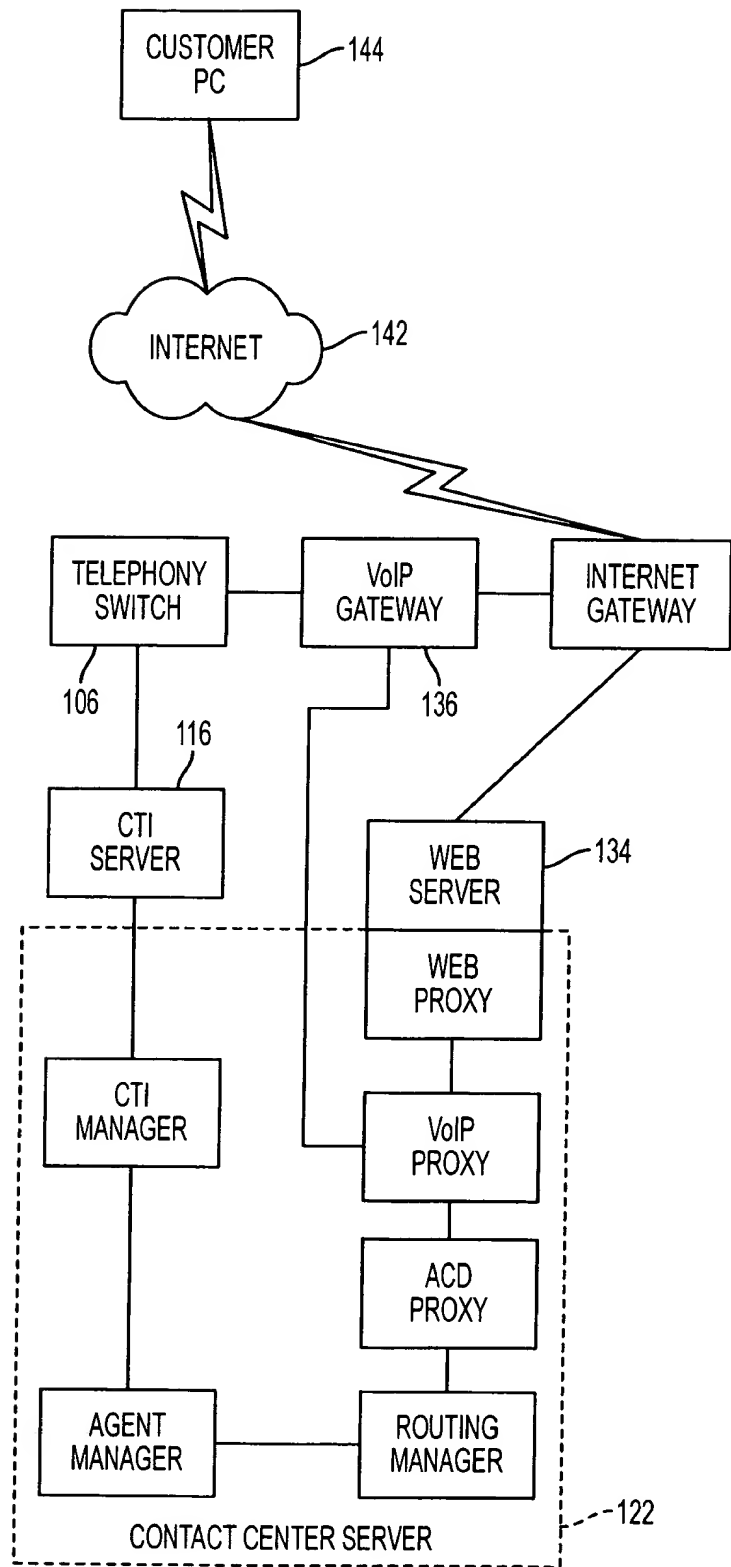


FIG. 59

FIG. 60

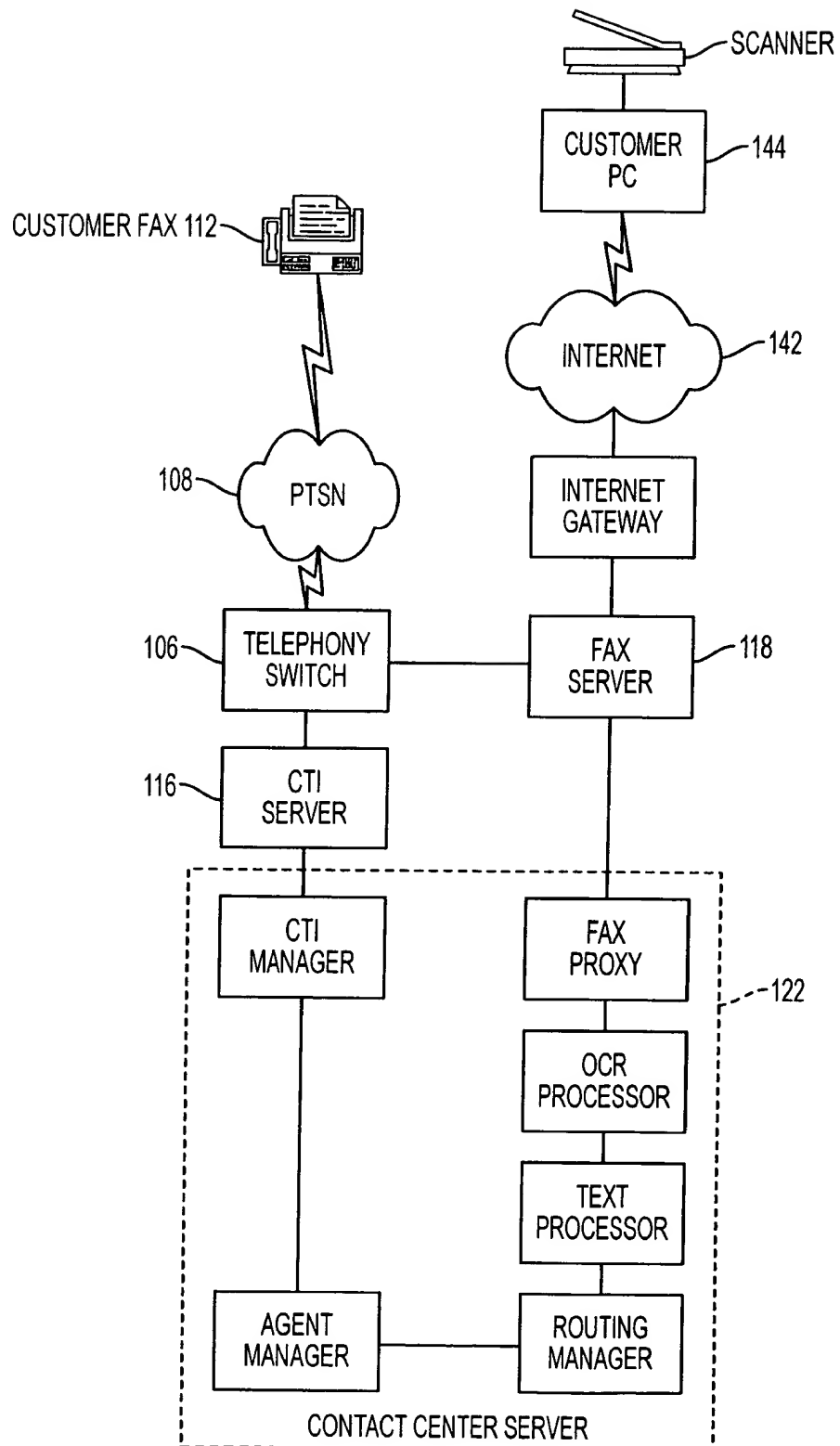


FIG. 61

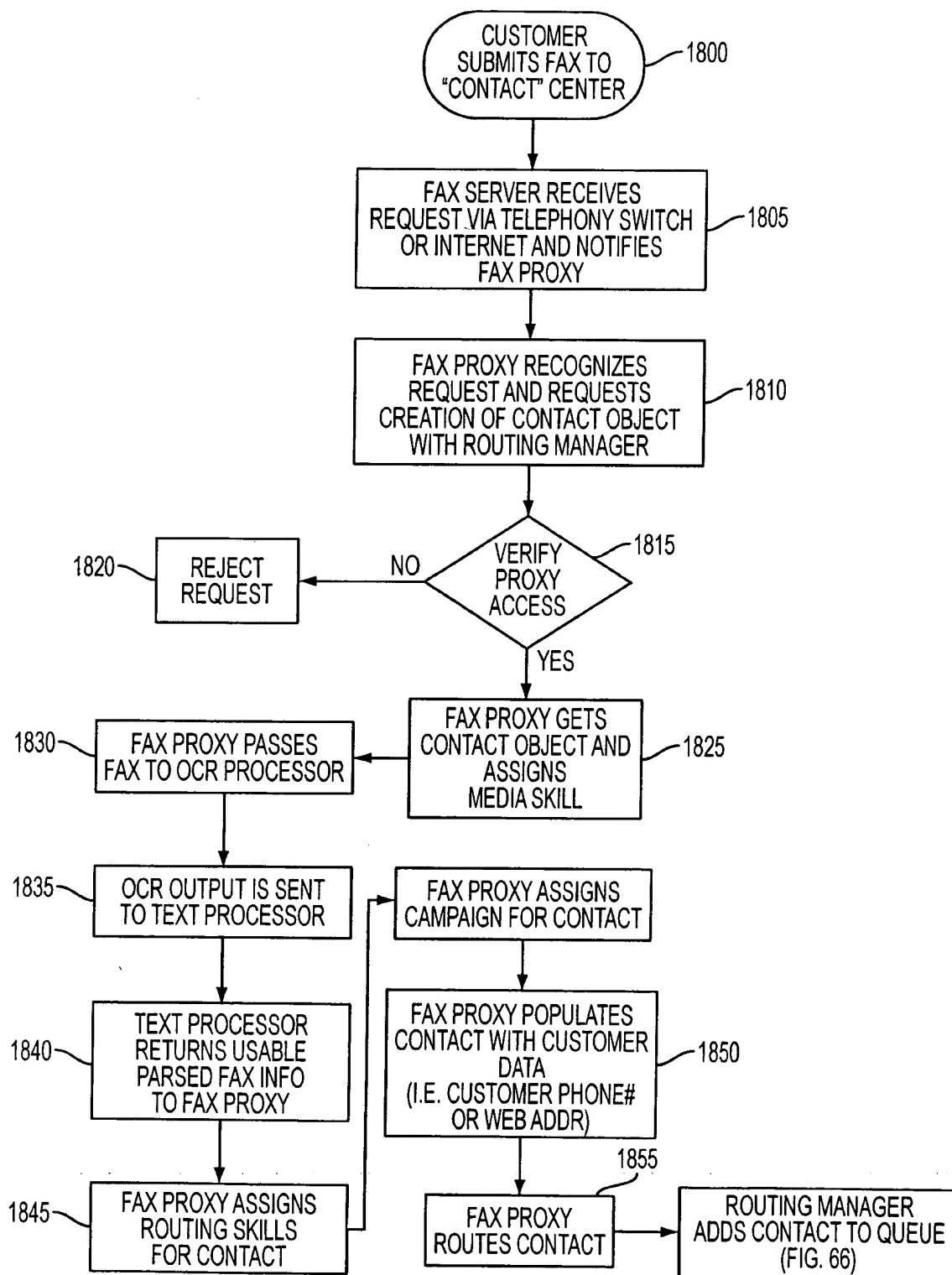


FIG. 62

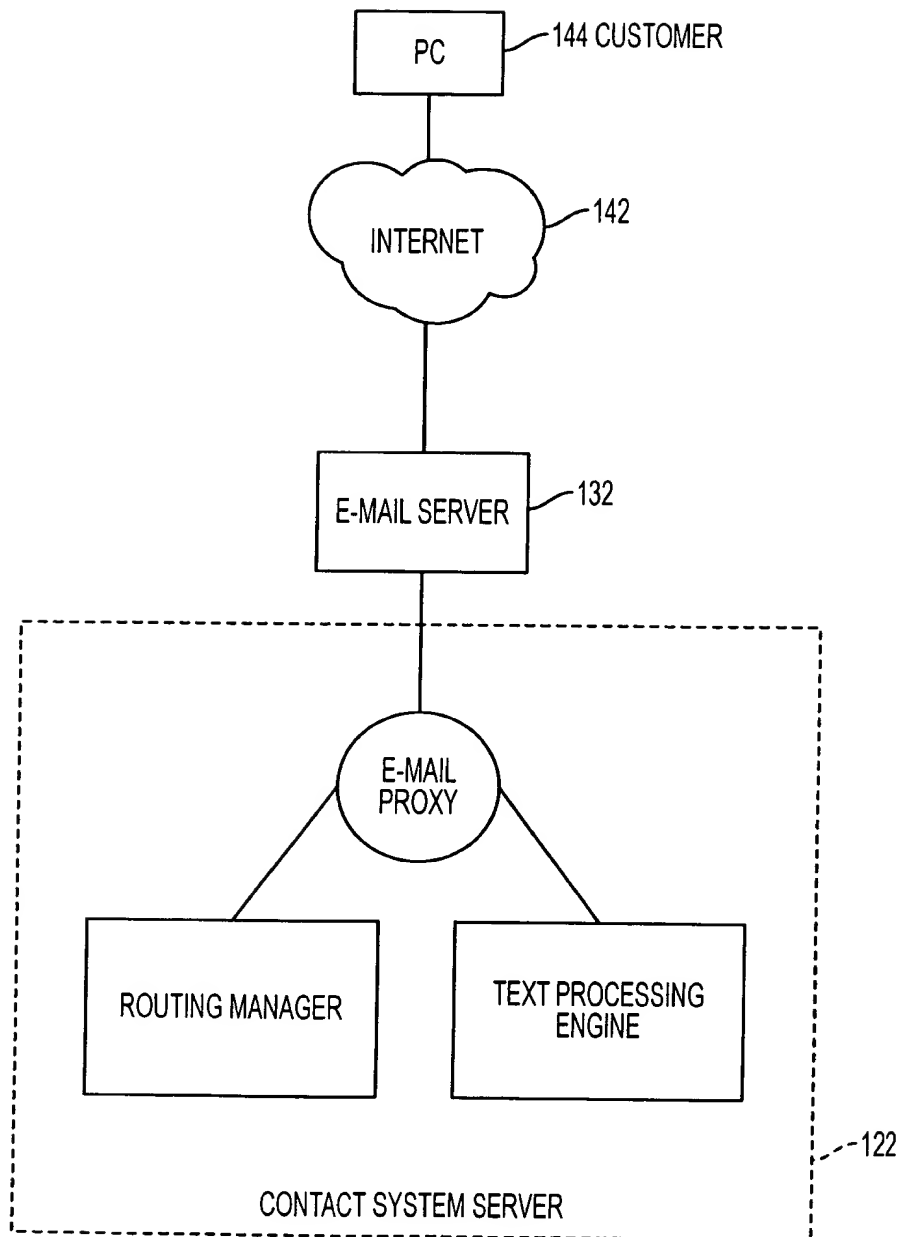


FIG. 63

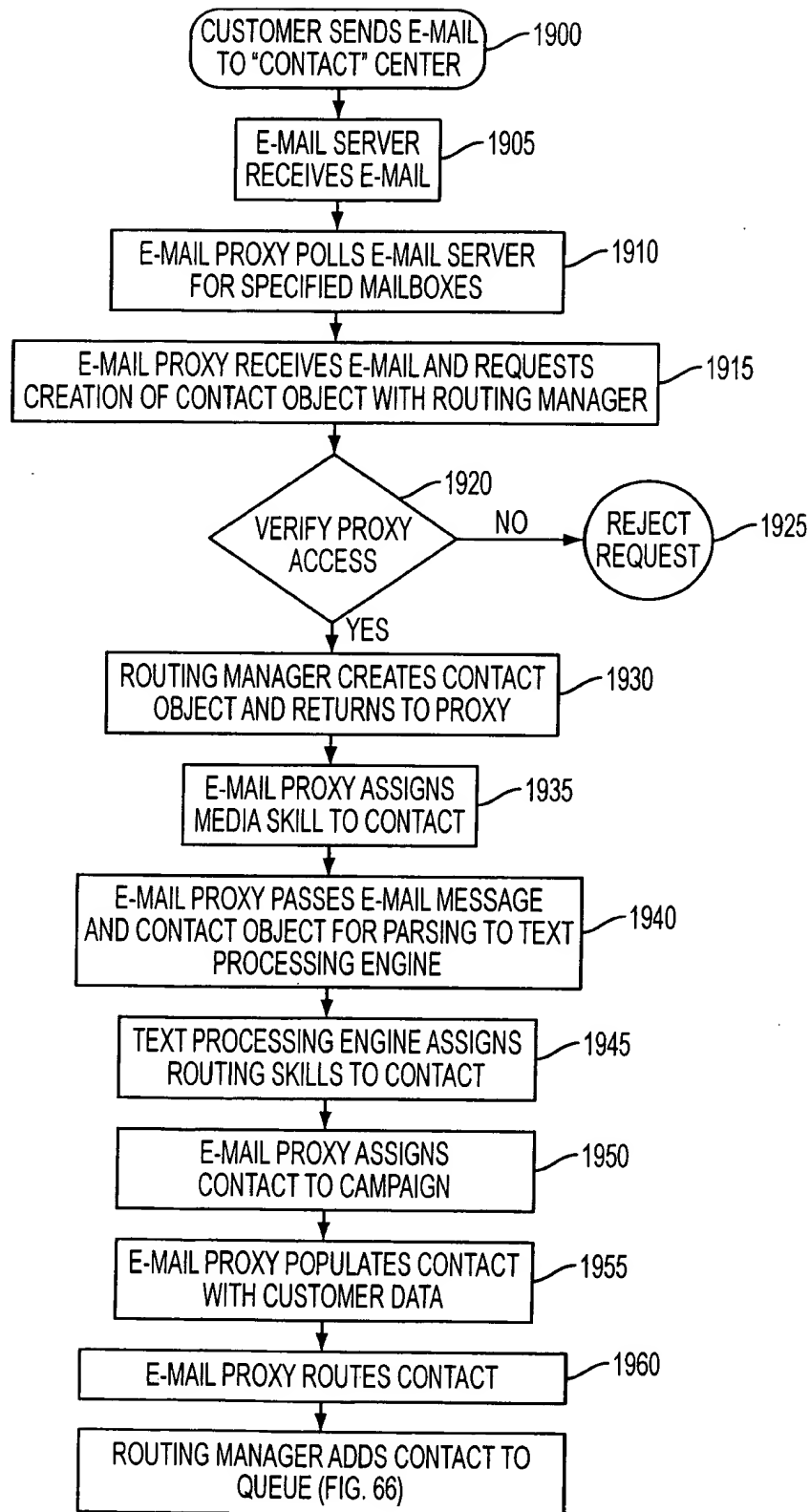


FIG. 64

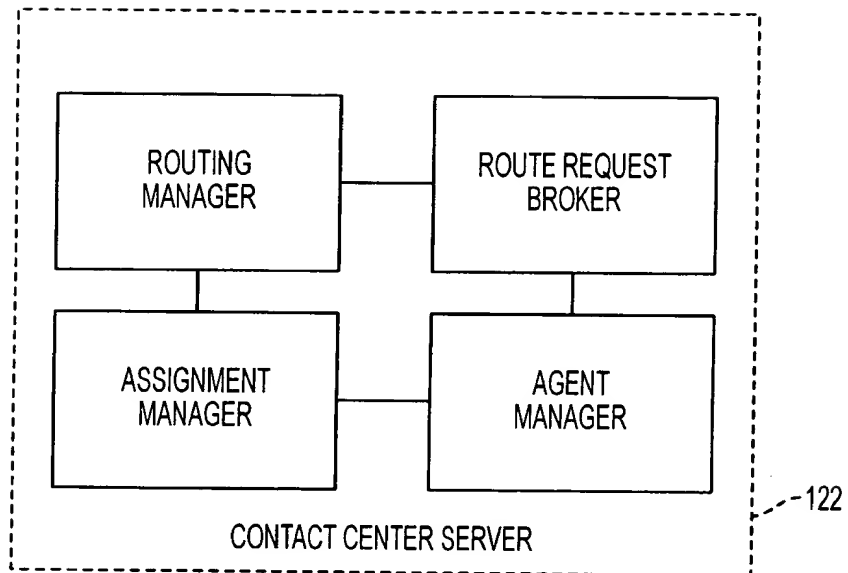


FIG. 65

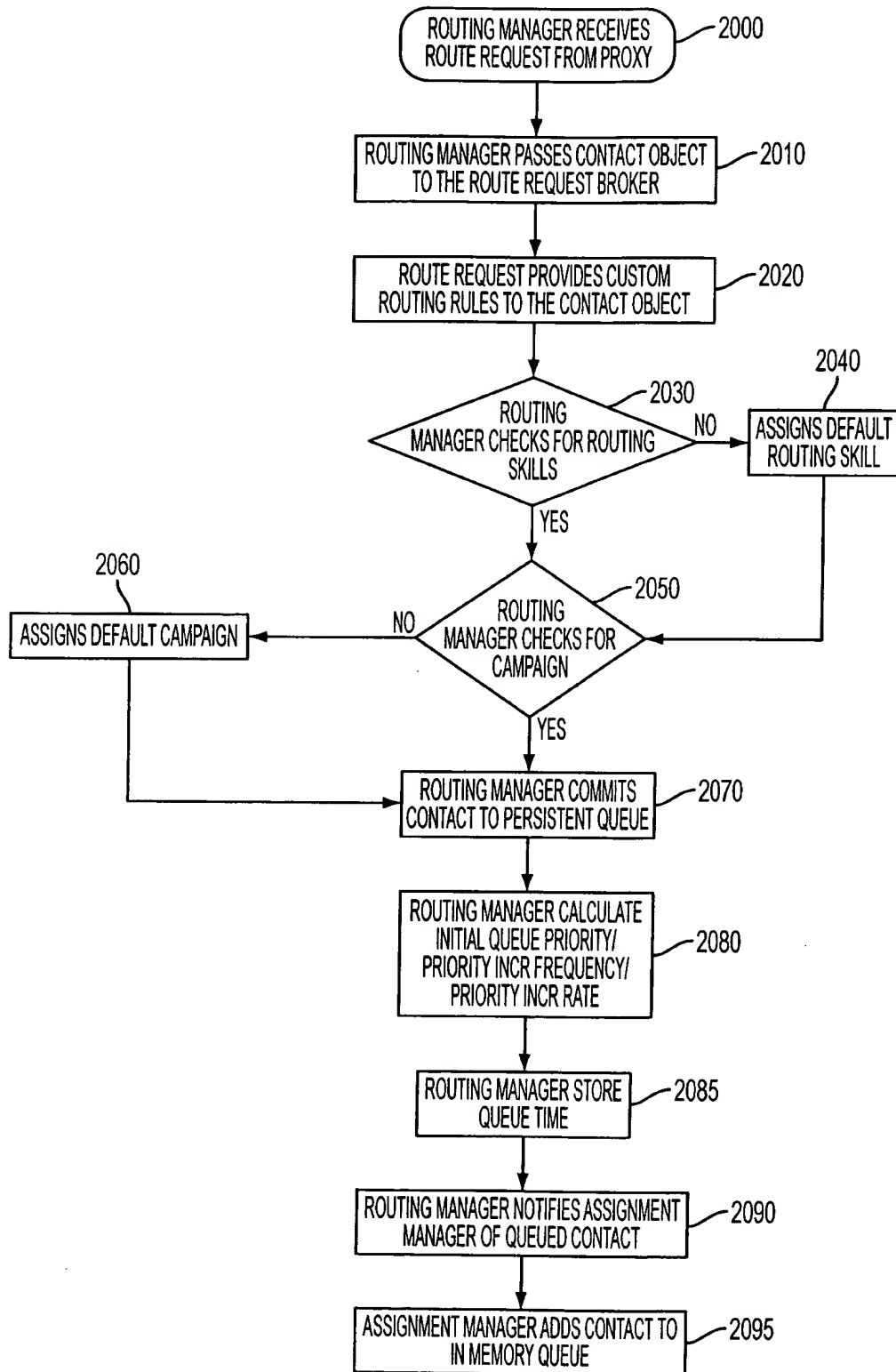


FIG. 66

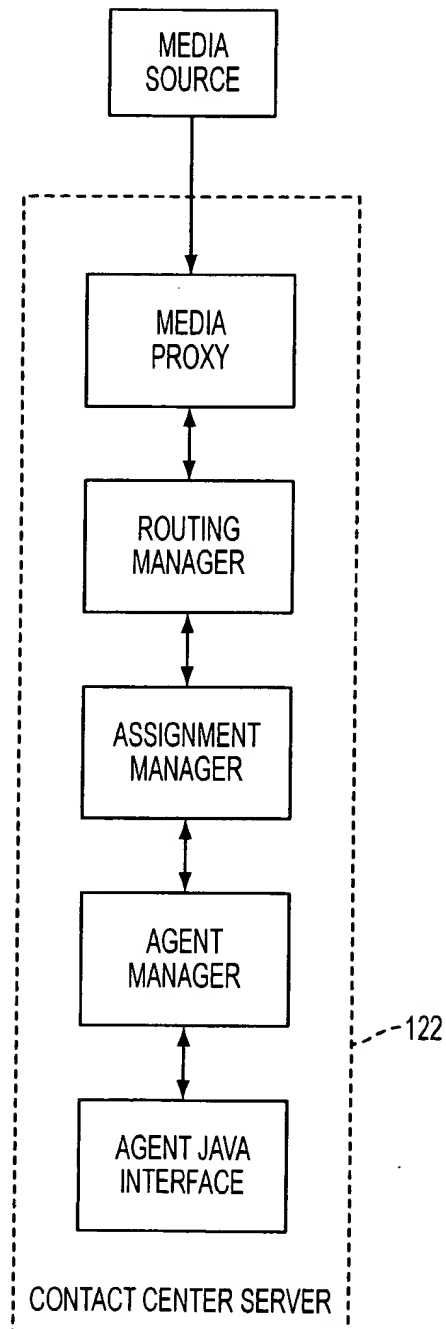


FIG. 67

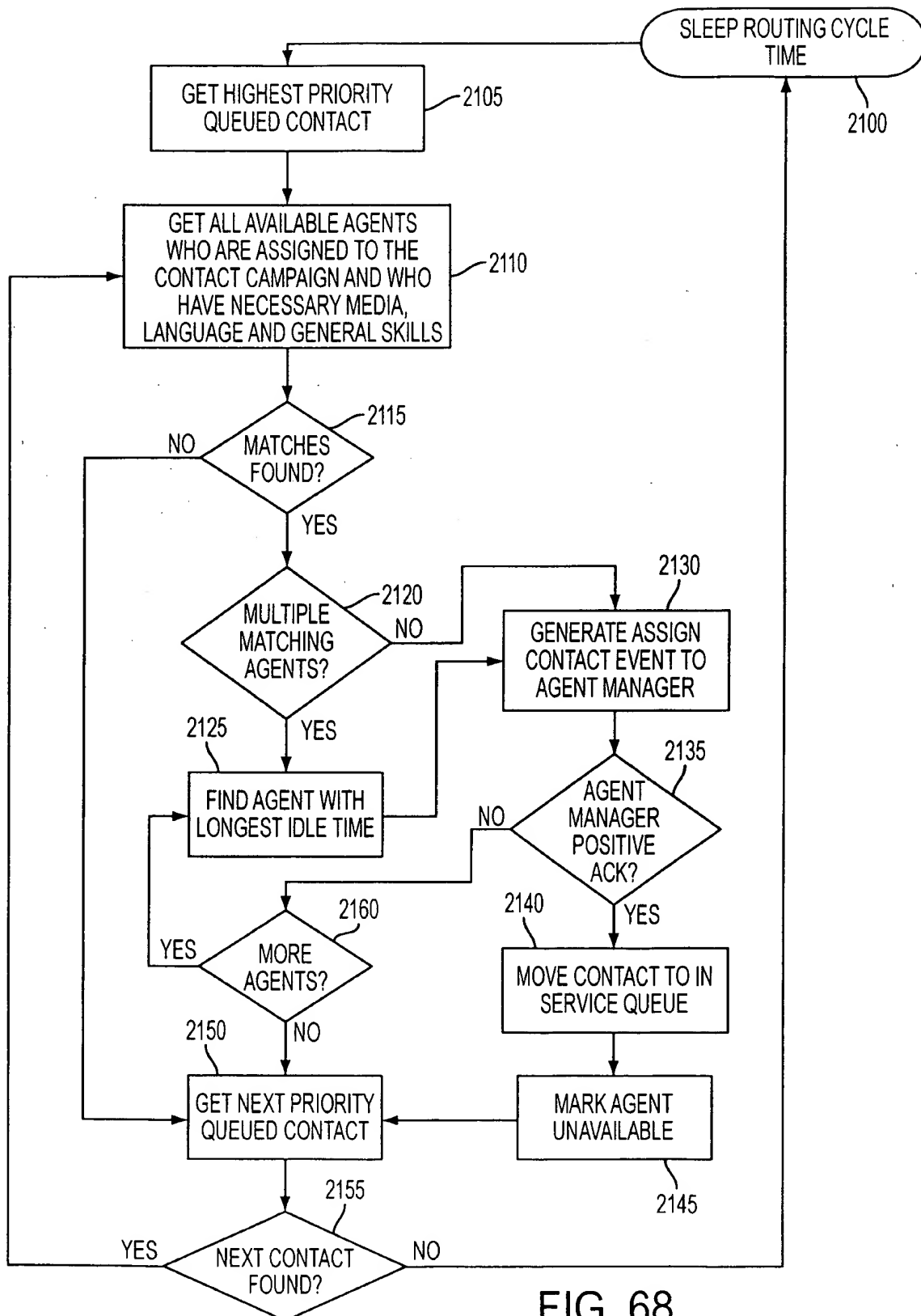


FIG. 68

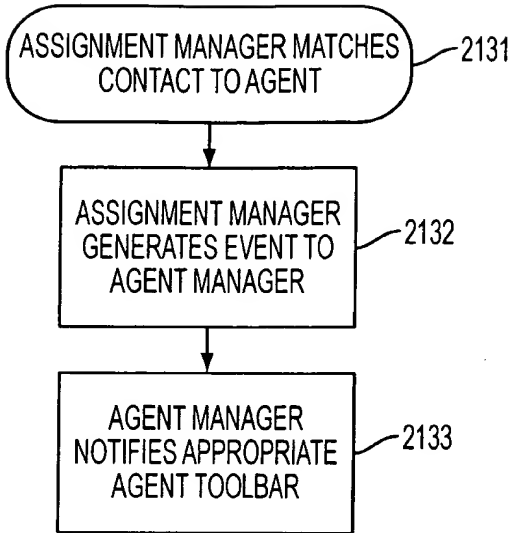


FIG. 69

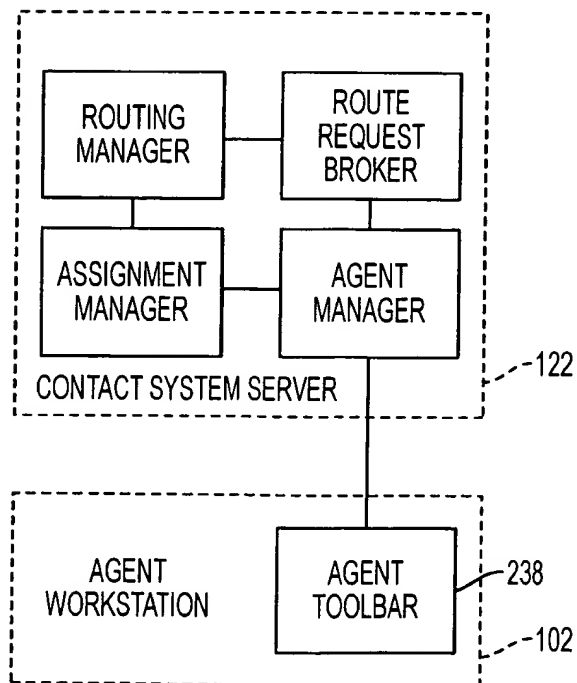


FIG. 70

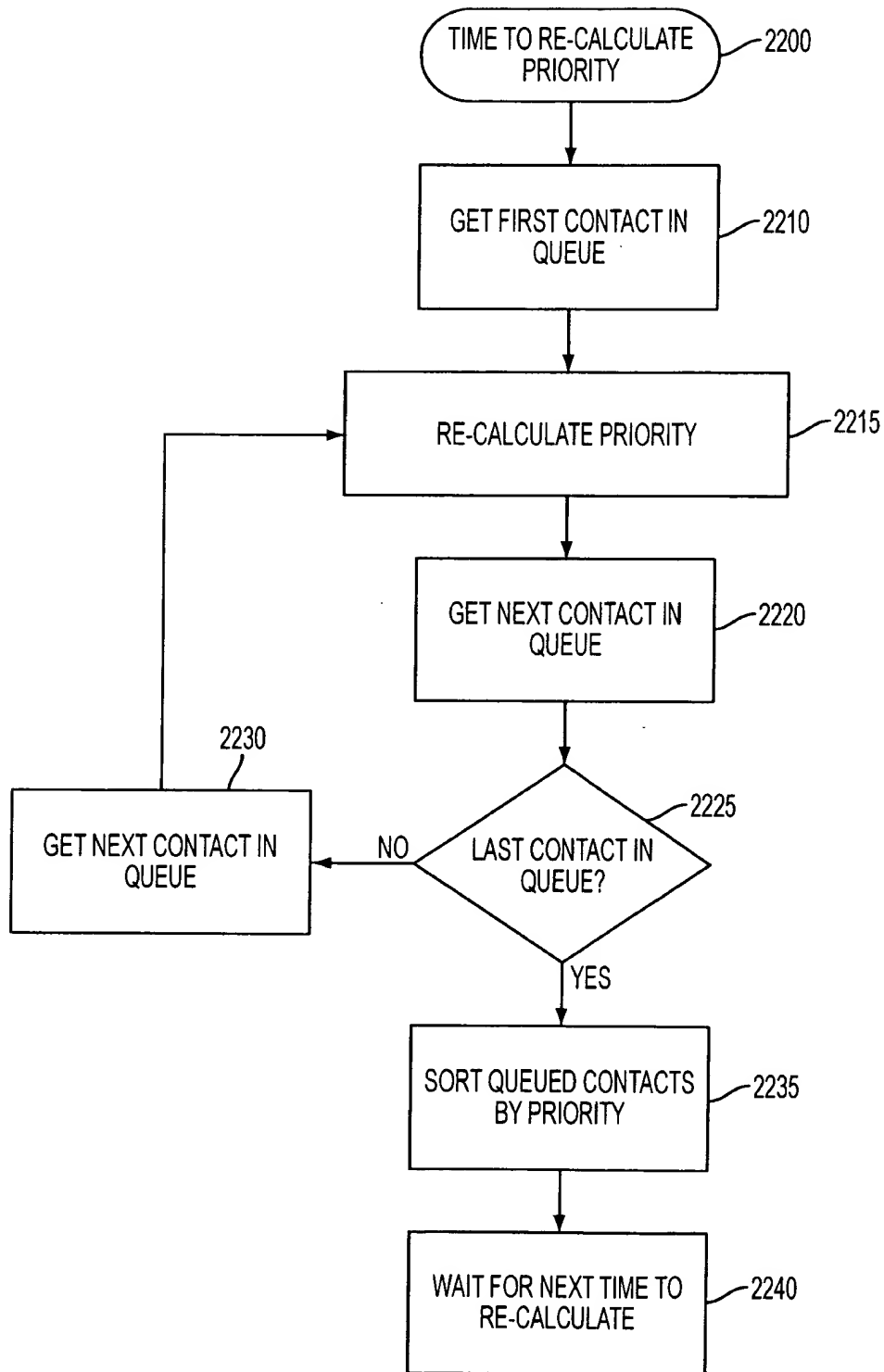


FIG. 71

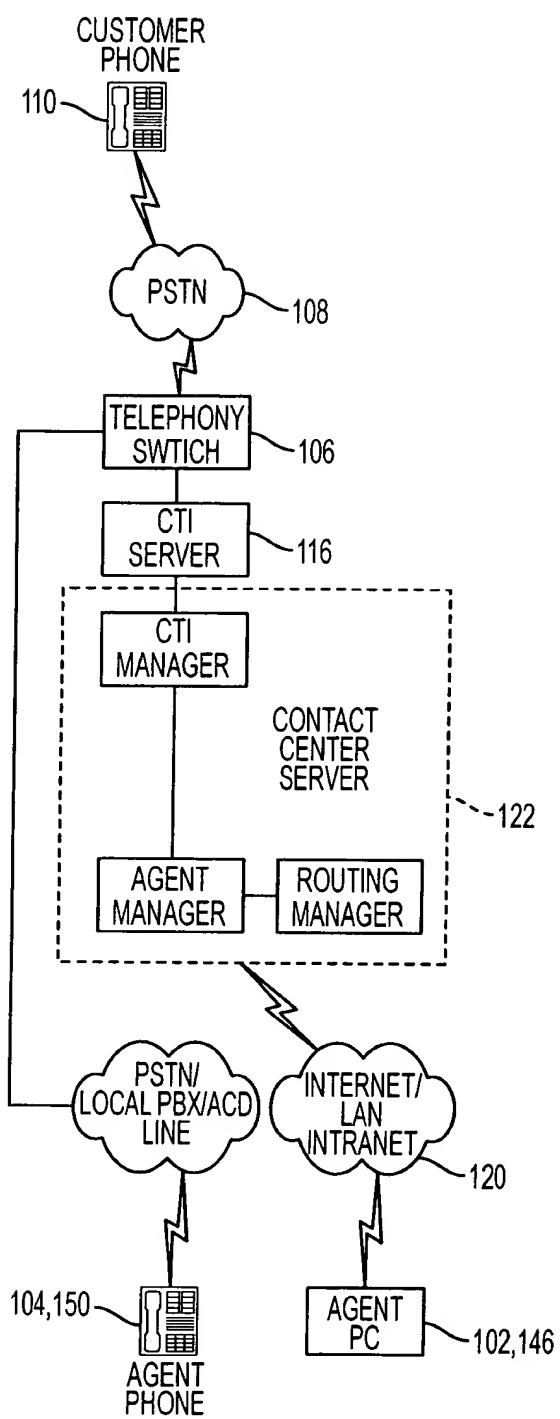


FIG. 72

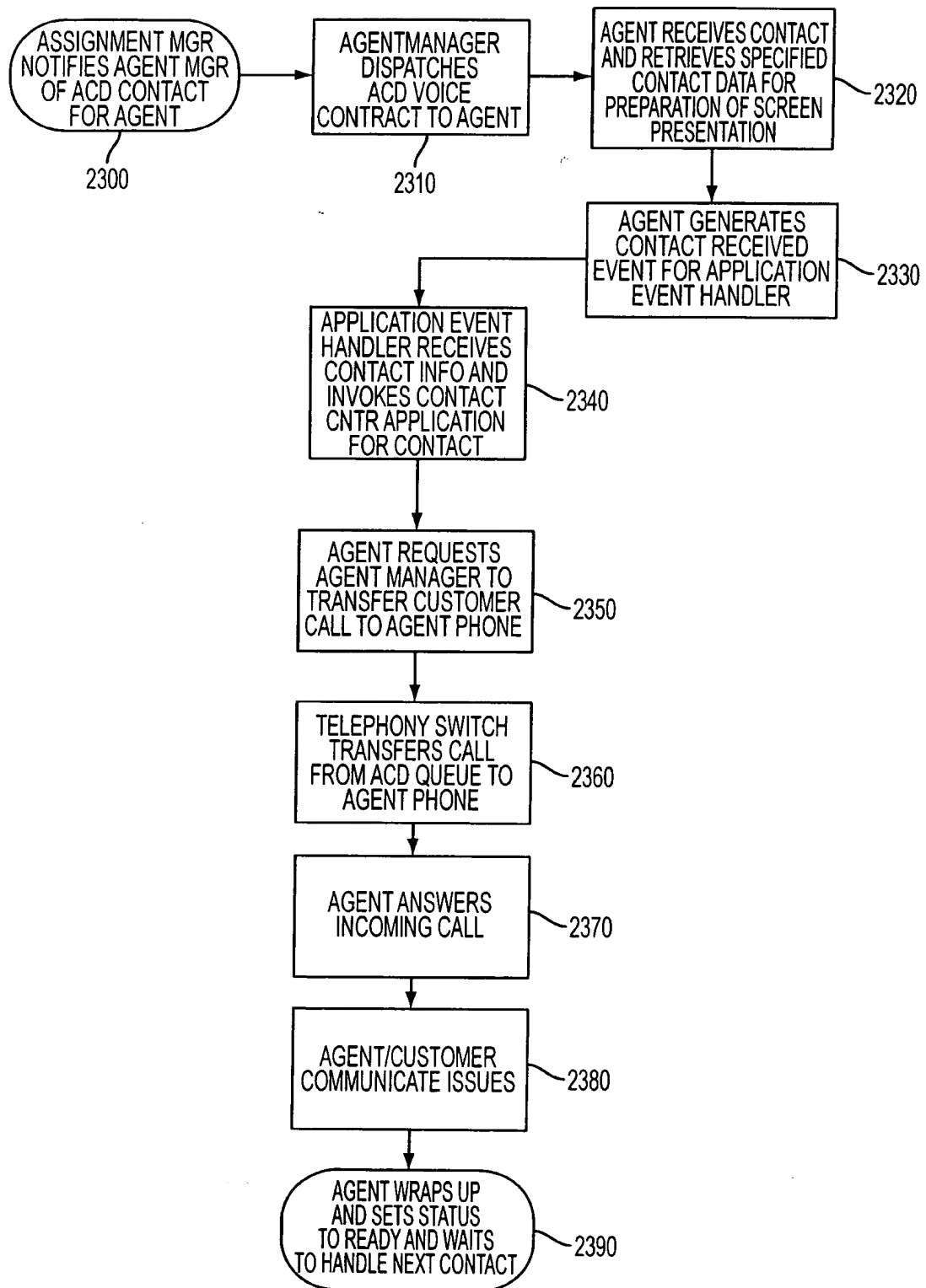


FIG. 73

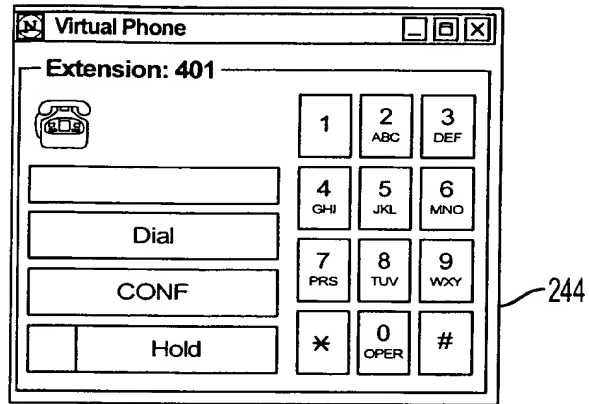


FIG. 74



FIG. 75



FIG. 76

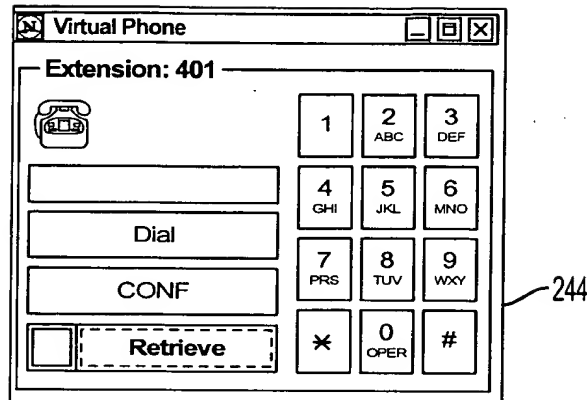


FIG. 77

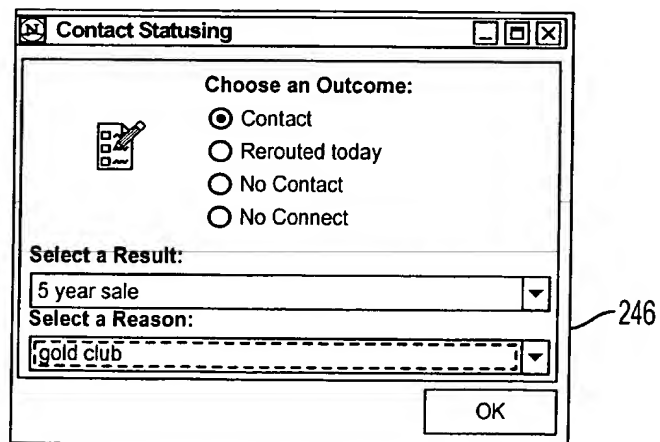


FIG. 78

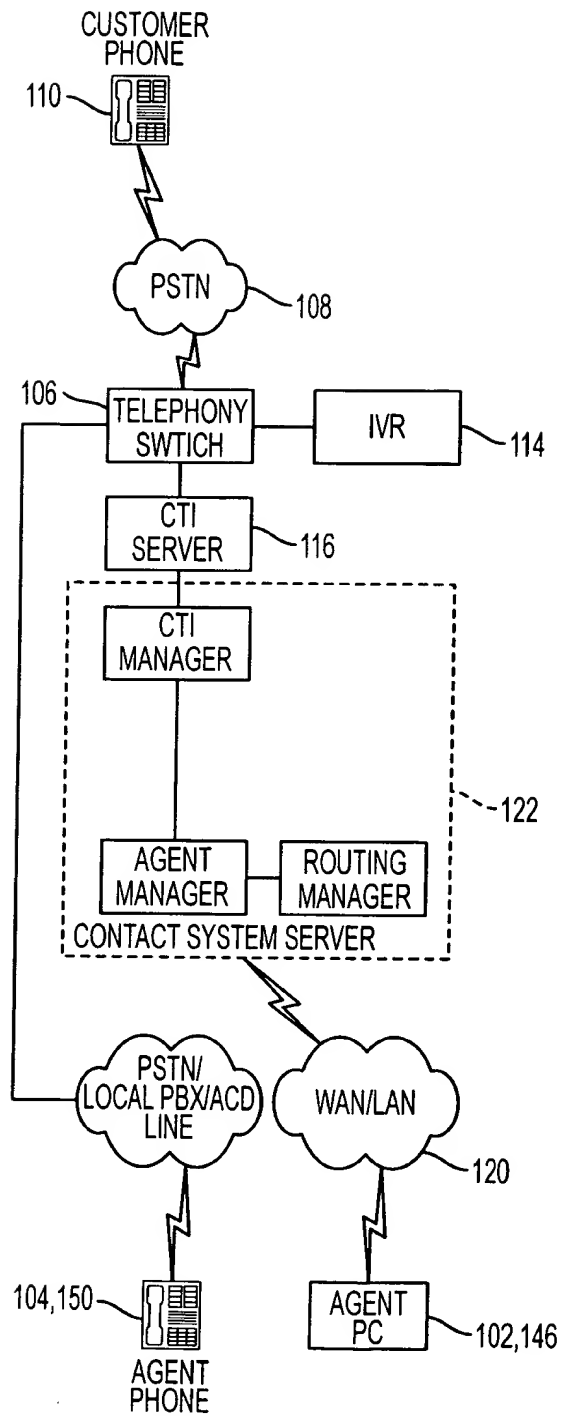


FIG. 79

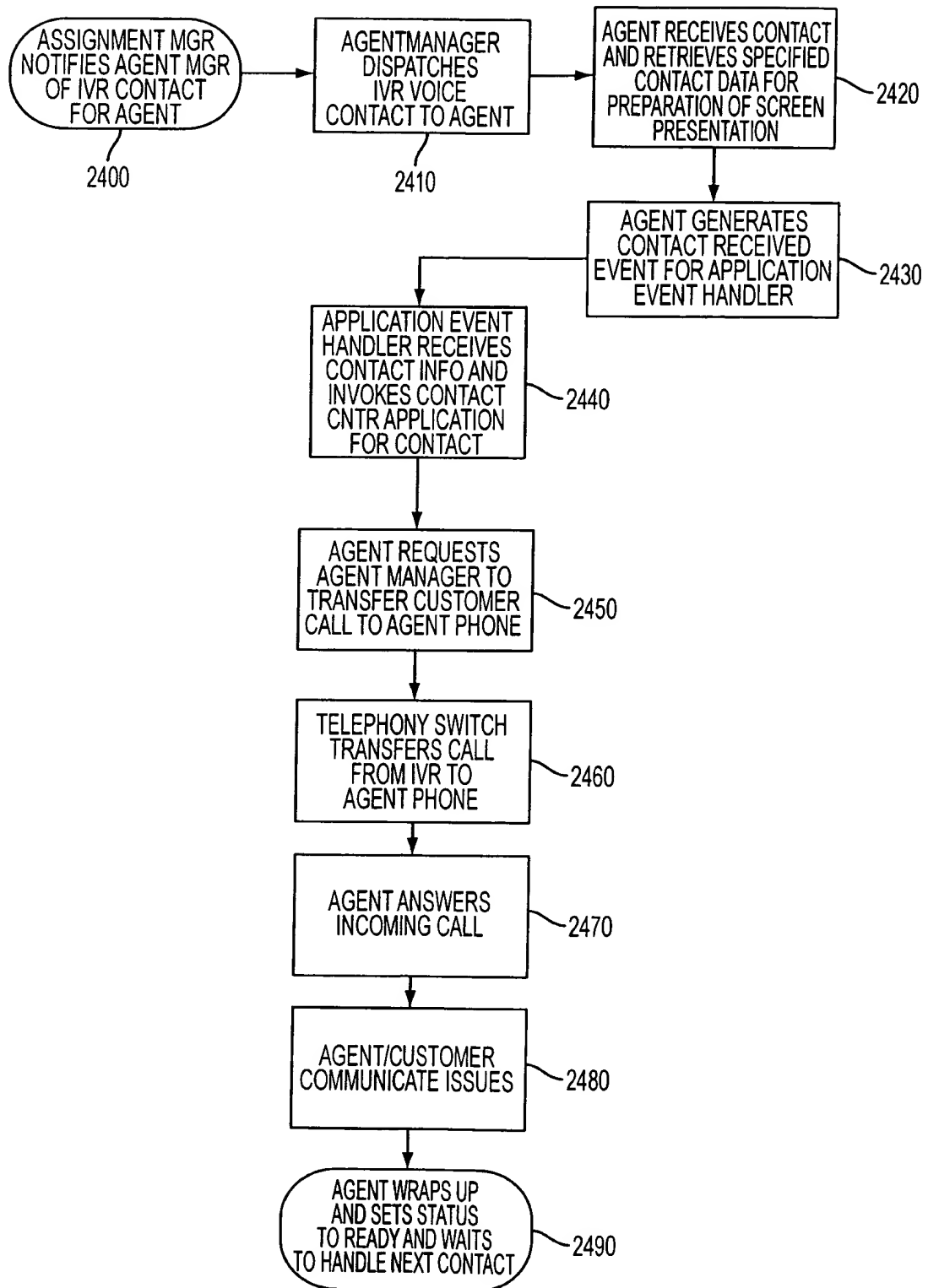


FIG. 80

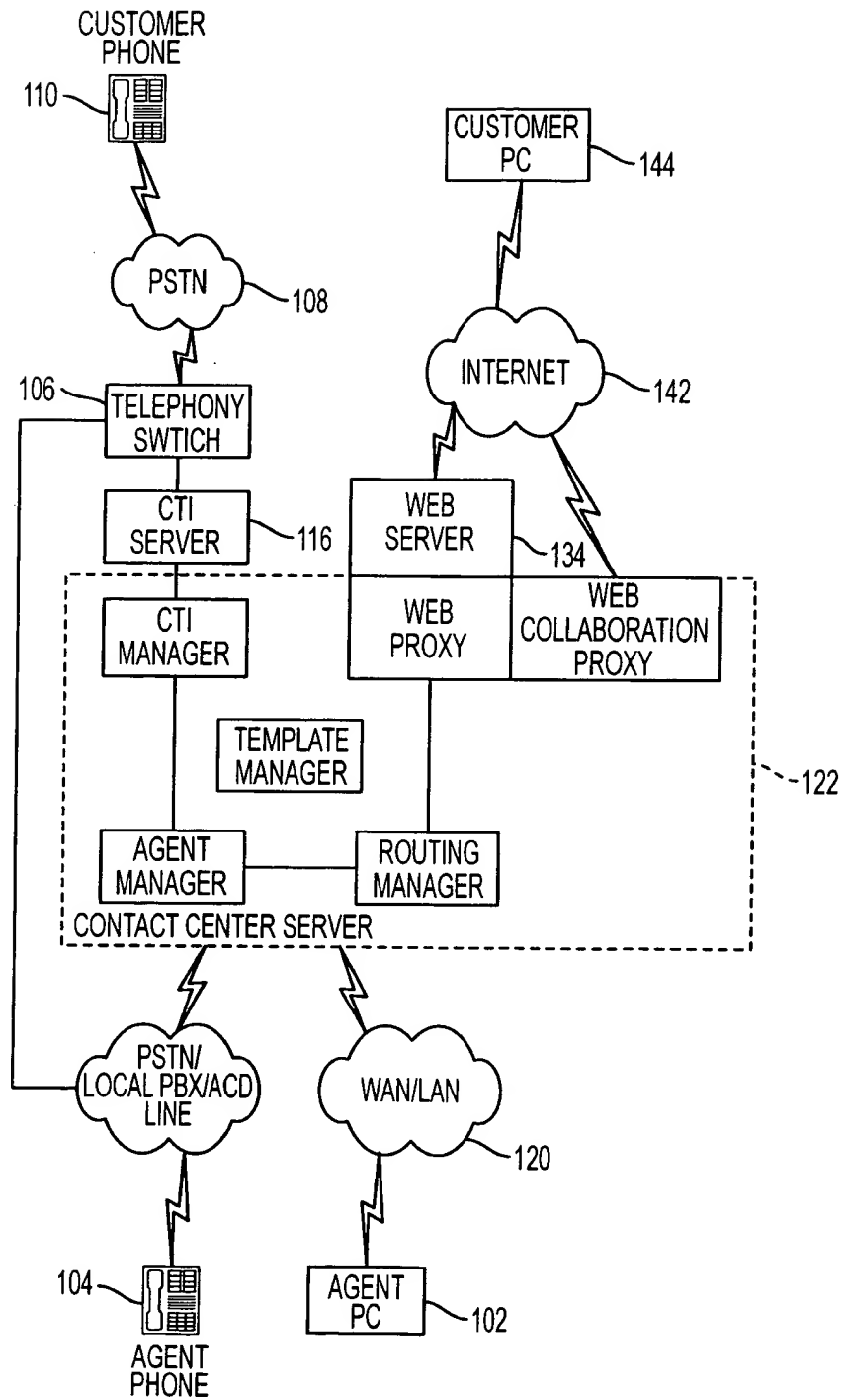


FIG. 81

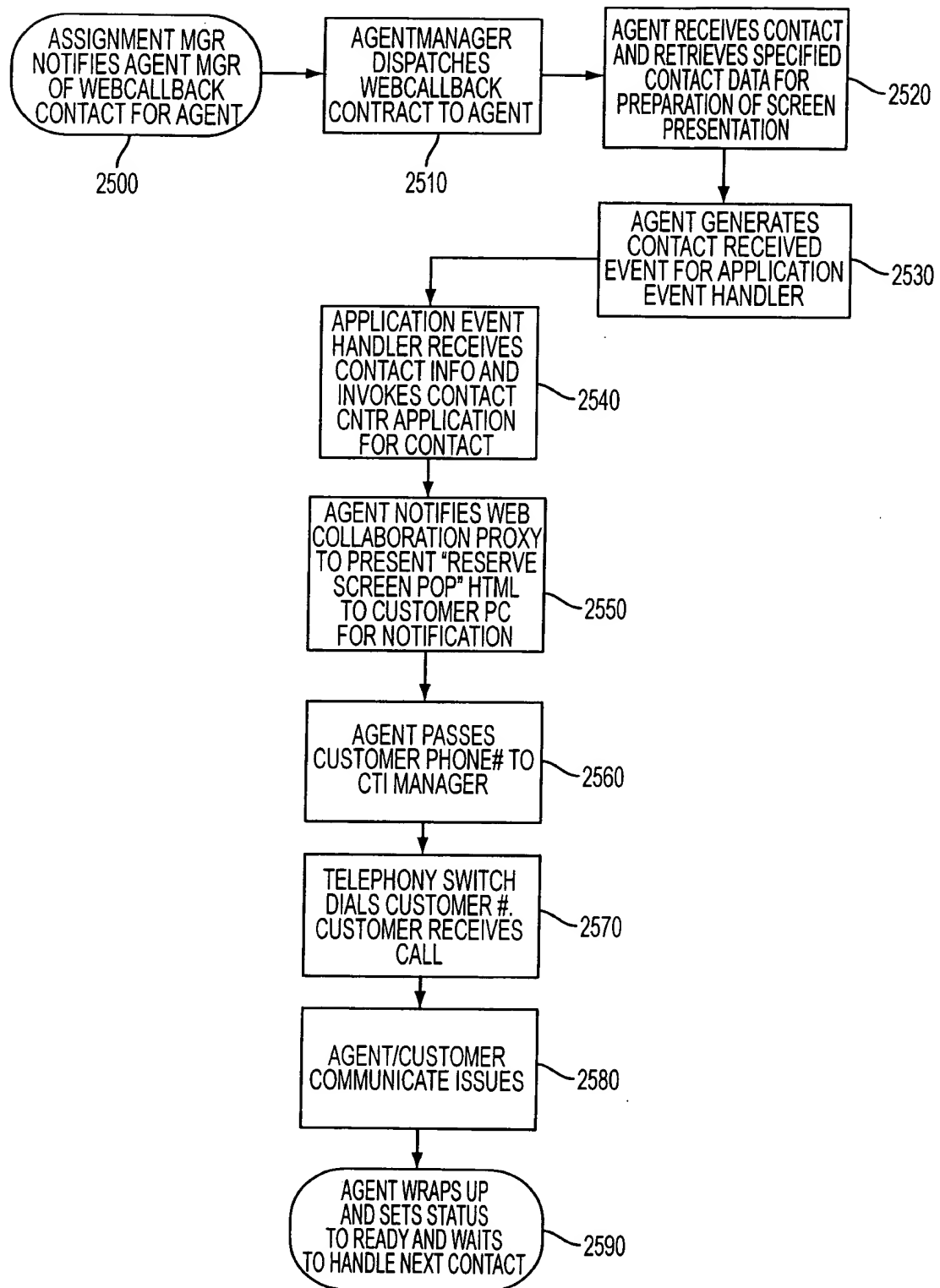


FIG. 82

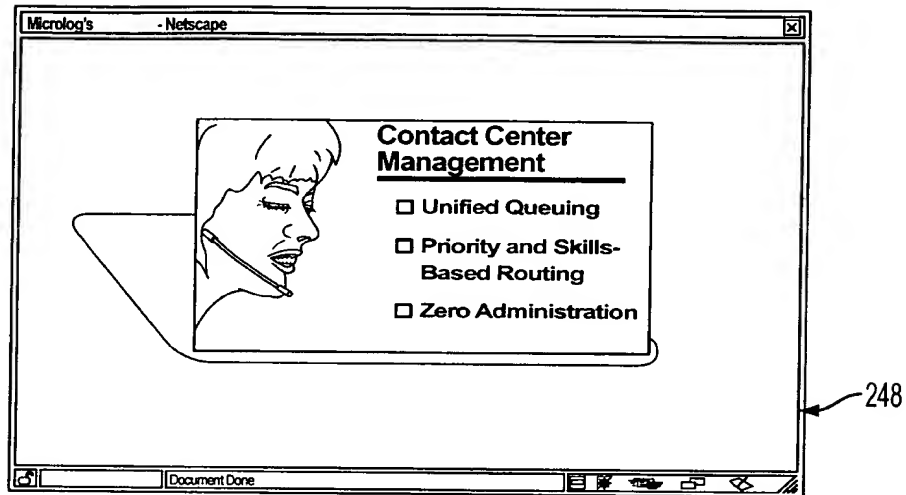


FIG. 83

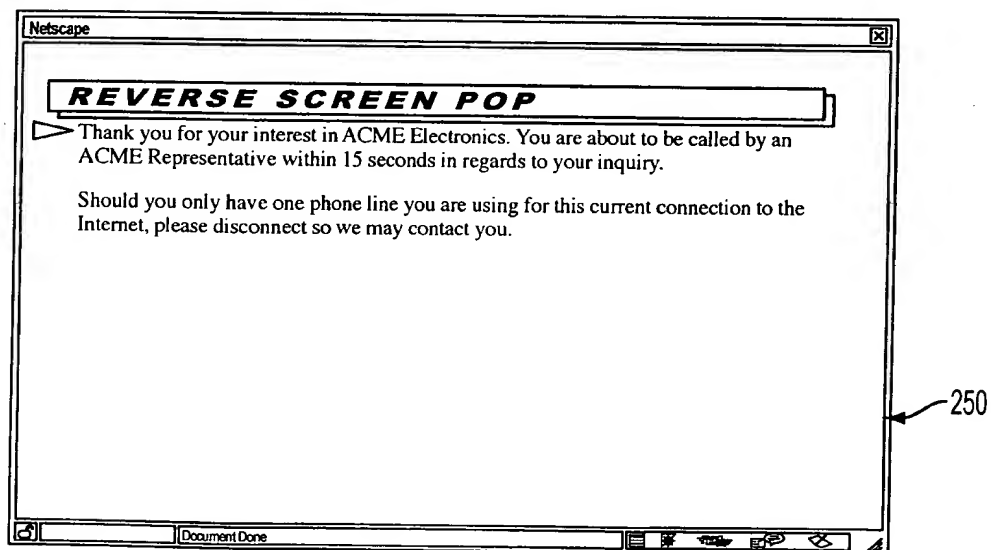
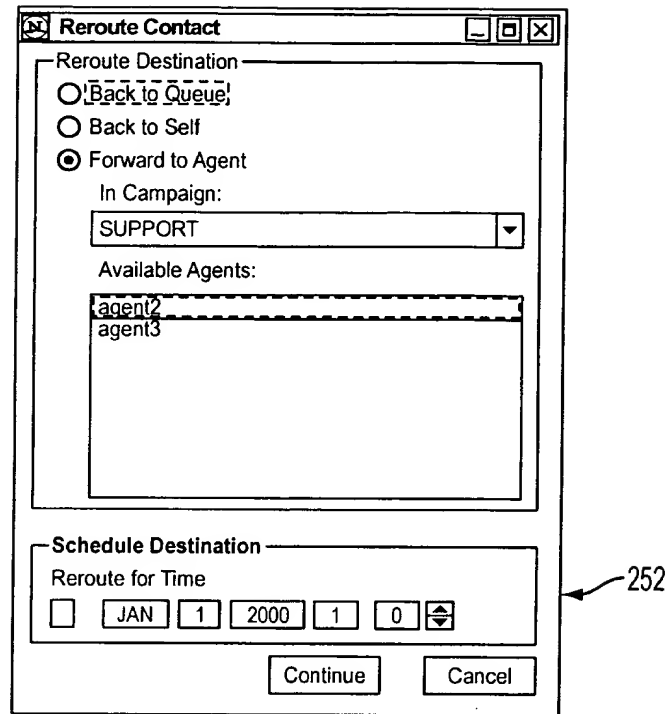


FIG. 84



Reroute Contact

Reroute Destination

☐ Back to Queue

☐ Back to Self

☒ Forward to Agent

In Campaign:

SUPPORT

Available Agents:

agent2

agent3

Schedule Destination

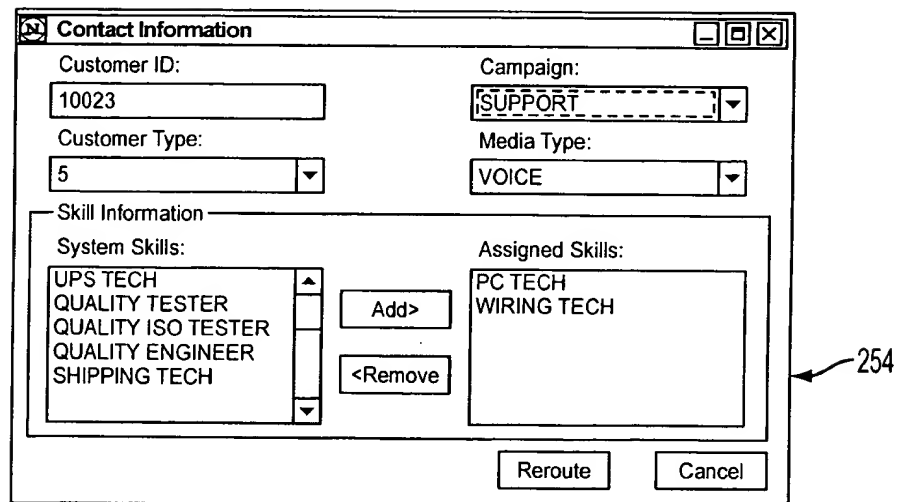
Reroute for Time

☐ JAN 1 2000 1 0

Continue Cancel

252

FIG. 85



Contact Information

Customer ID: 10023

Campaign: SUPPORT

Customer Type: 5

Media Type: VOICE

Skill Information

System Skills:

UPS TECH

QUALITY TESTER

QUALITY ISO TESTER

QUALITY ENGINEER

SHIPPING TECH

Add>

<Remove

Assigned Skills:

PC TECH

WIRING TECH

Reroute Cancel

254

FIG. 86

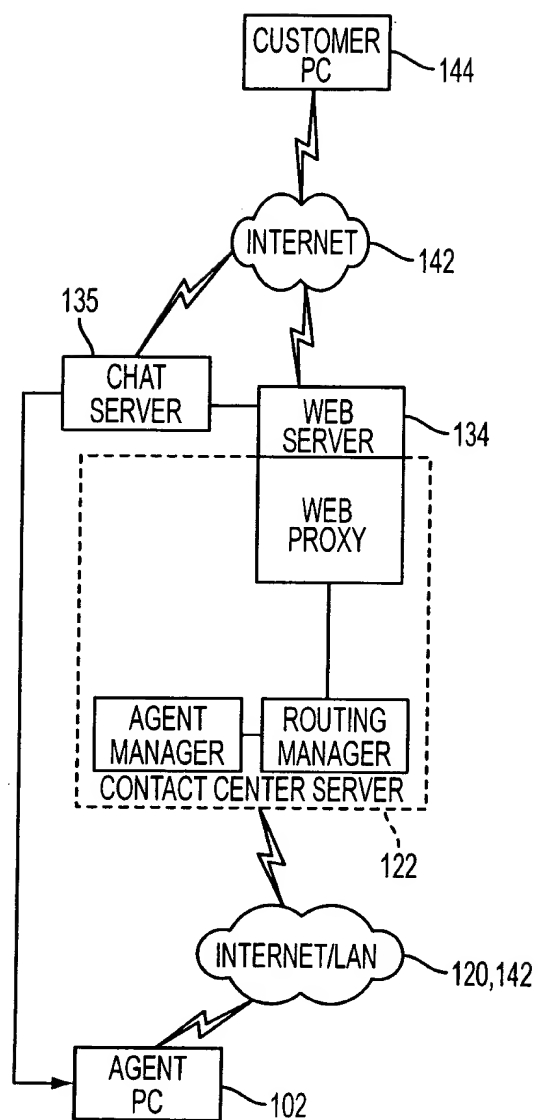


FIG. 87

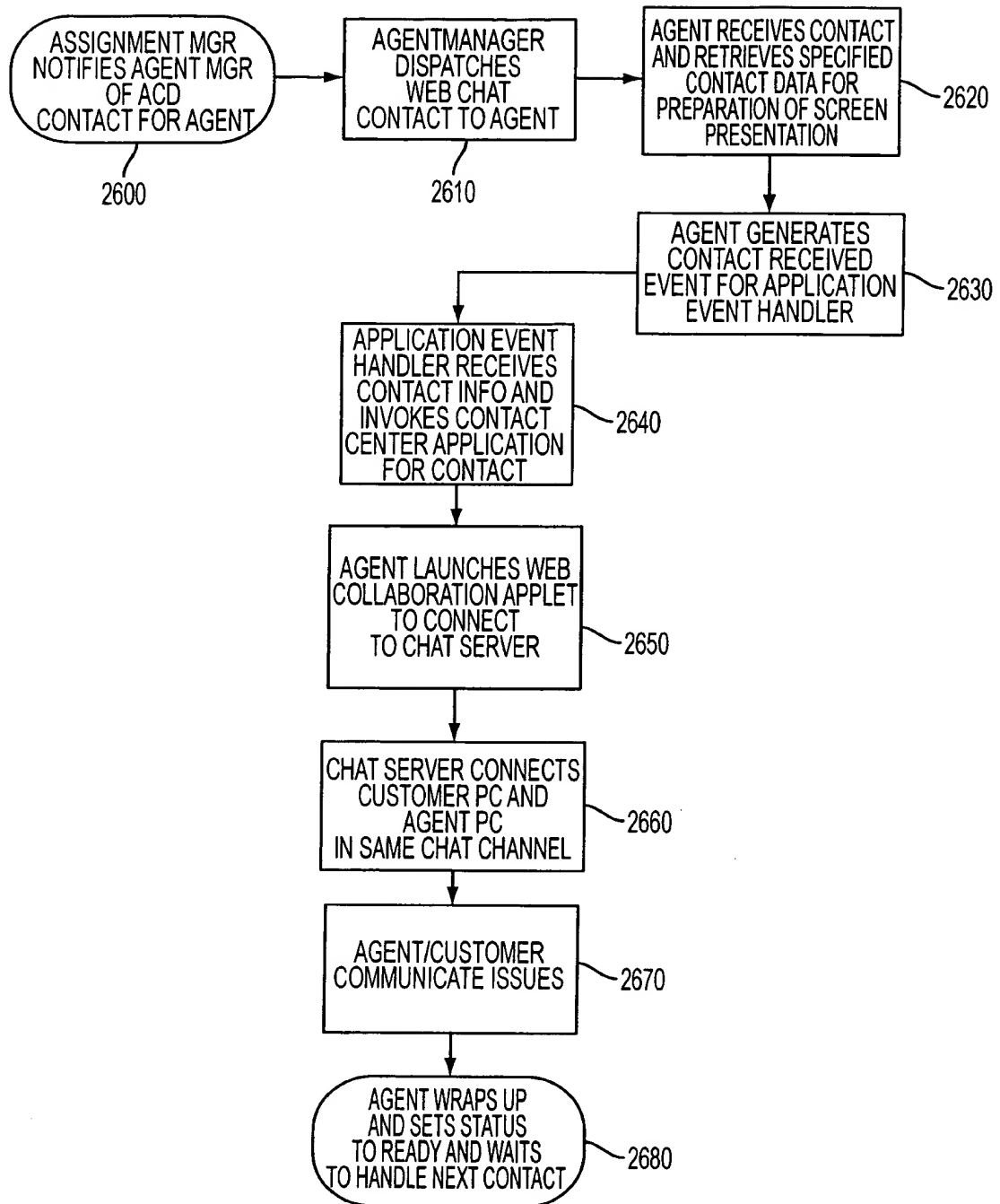


FIG. 88

Current queue position: 2
 Queue wait time: 0:00:56
 Average wait time: 0:01:34

Enter URL to Push:
 URL Information:

Web Chat Information
 Remarks
 A: The part you ordered is out of stock.

Enter Text Message:

FIG. 89

Web Connection

URL Information
 Enter URL to Push:

Web Chat Information
 Remarks
 A: The part you ordered is out of stock.

Enter Text Message:

FIG. 90

Thank you for contacting: Your agent is:
ACME Electronics Mike Crowe

Enter URL to Push:

URL Information:

Push URL

Remarks

Web Chat Information

A: The part you ordered is out of stock.
C: Can I backorder it?

Enter Text Message:

Send Message

256

FIG. 92

Thank you for contacting: Your agent is:
ACME Electronics Mike Crowe

Enter URL to Push:

URL Information:

Push URL

Remarks

Web Chat Information

A: The part you ordered is out of stock.

Enter Text Message:

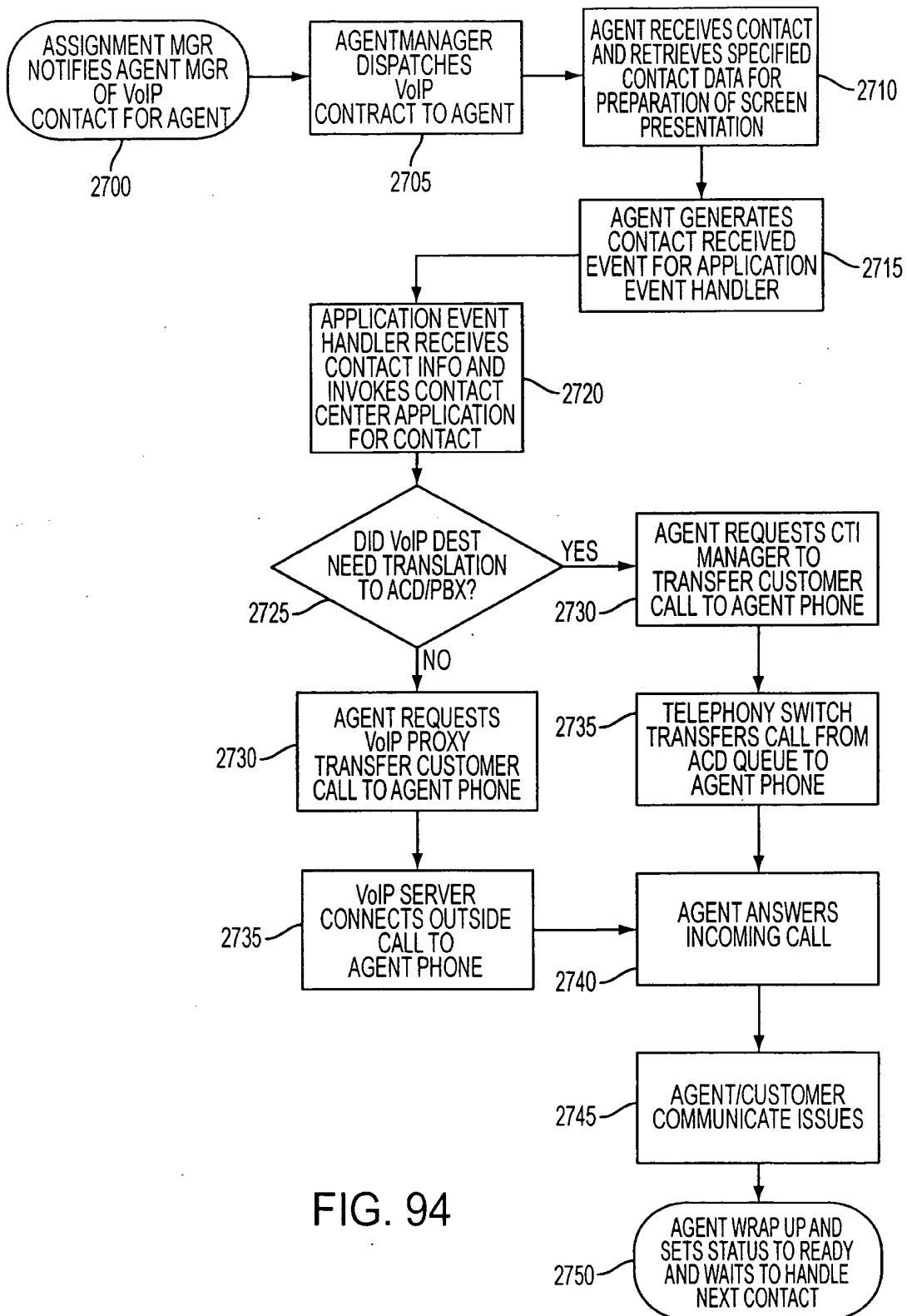
Can I backorder it?

Send Message

256

FIG. 91

FIG. 93



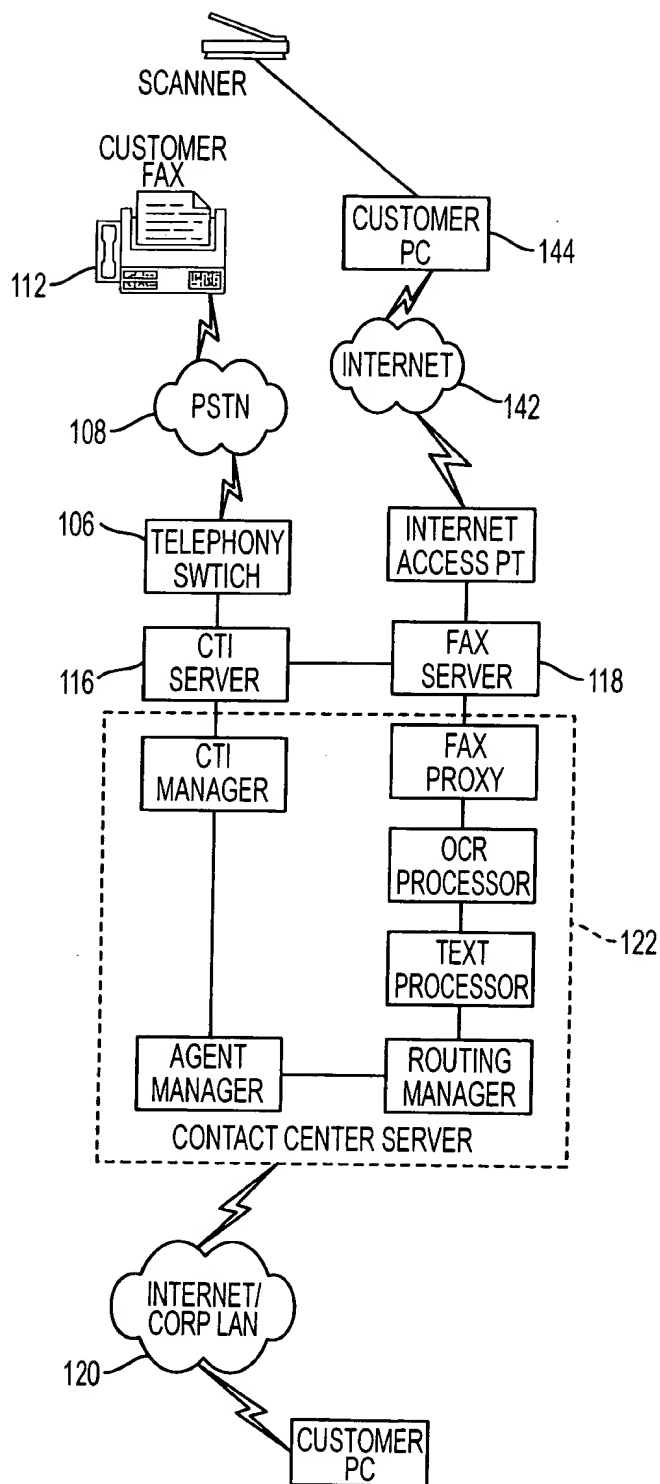


FIG. 95

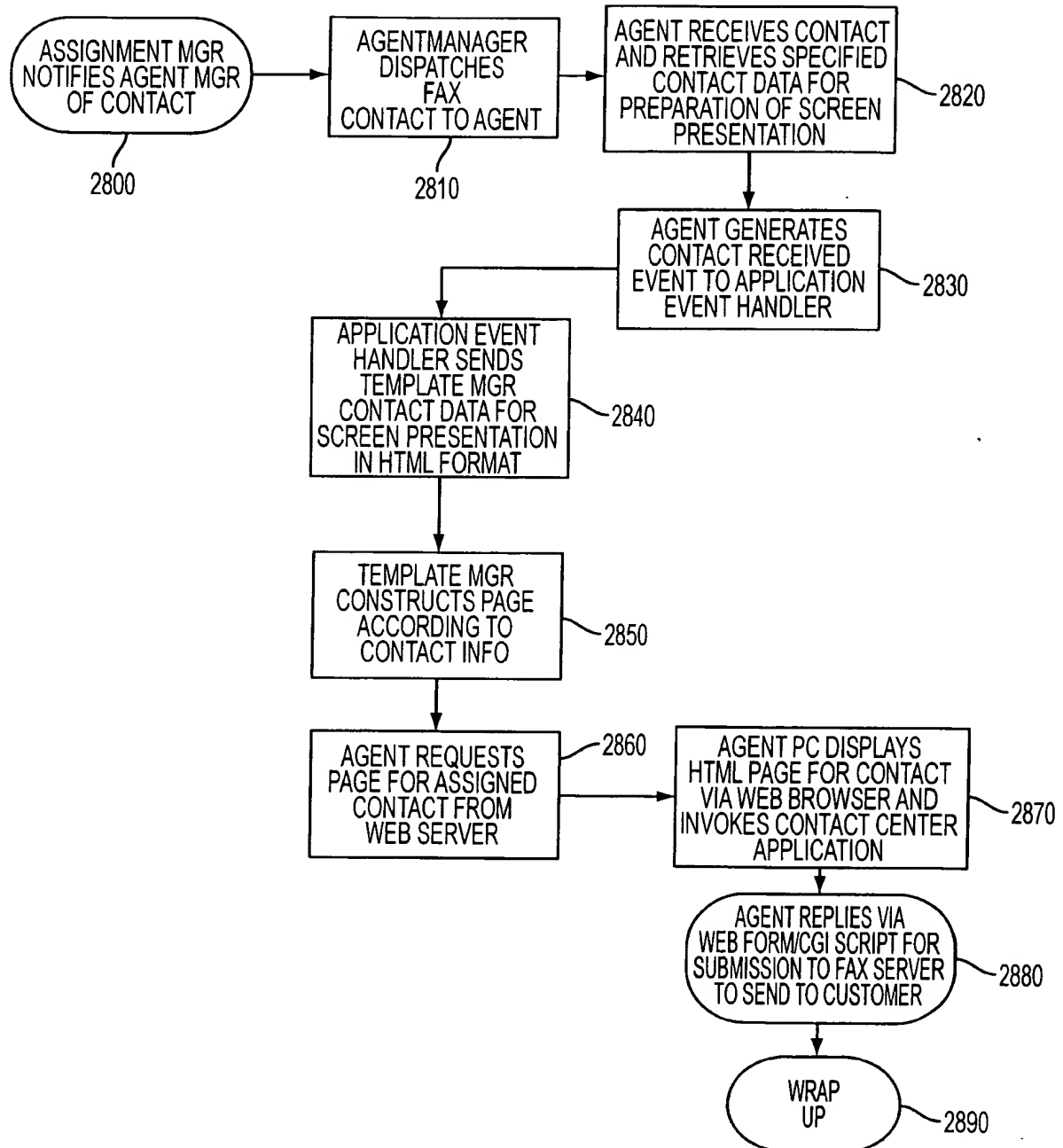


FIG. 96

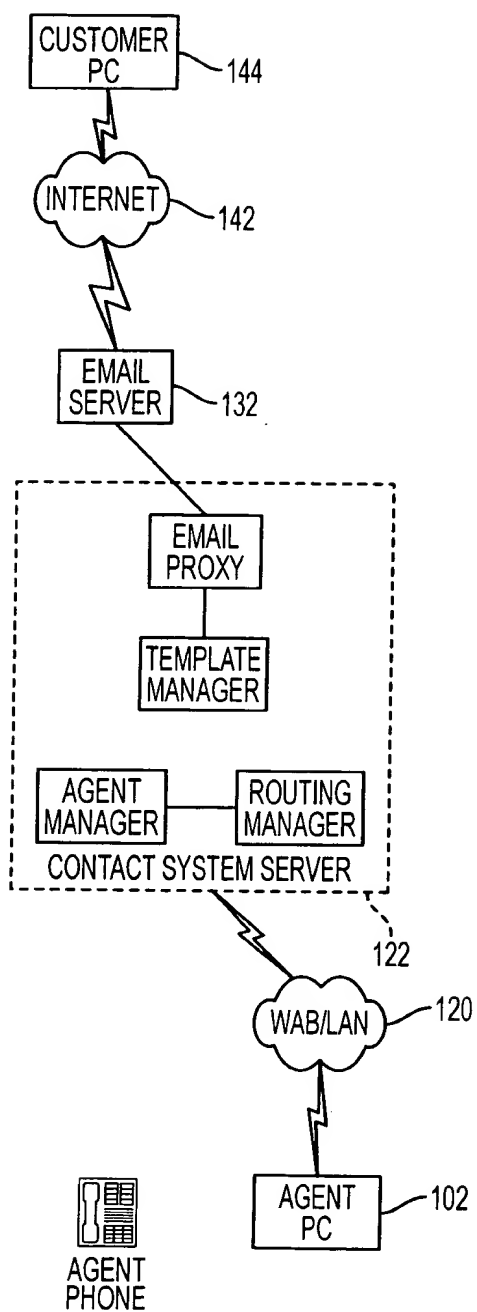


FIG. 97

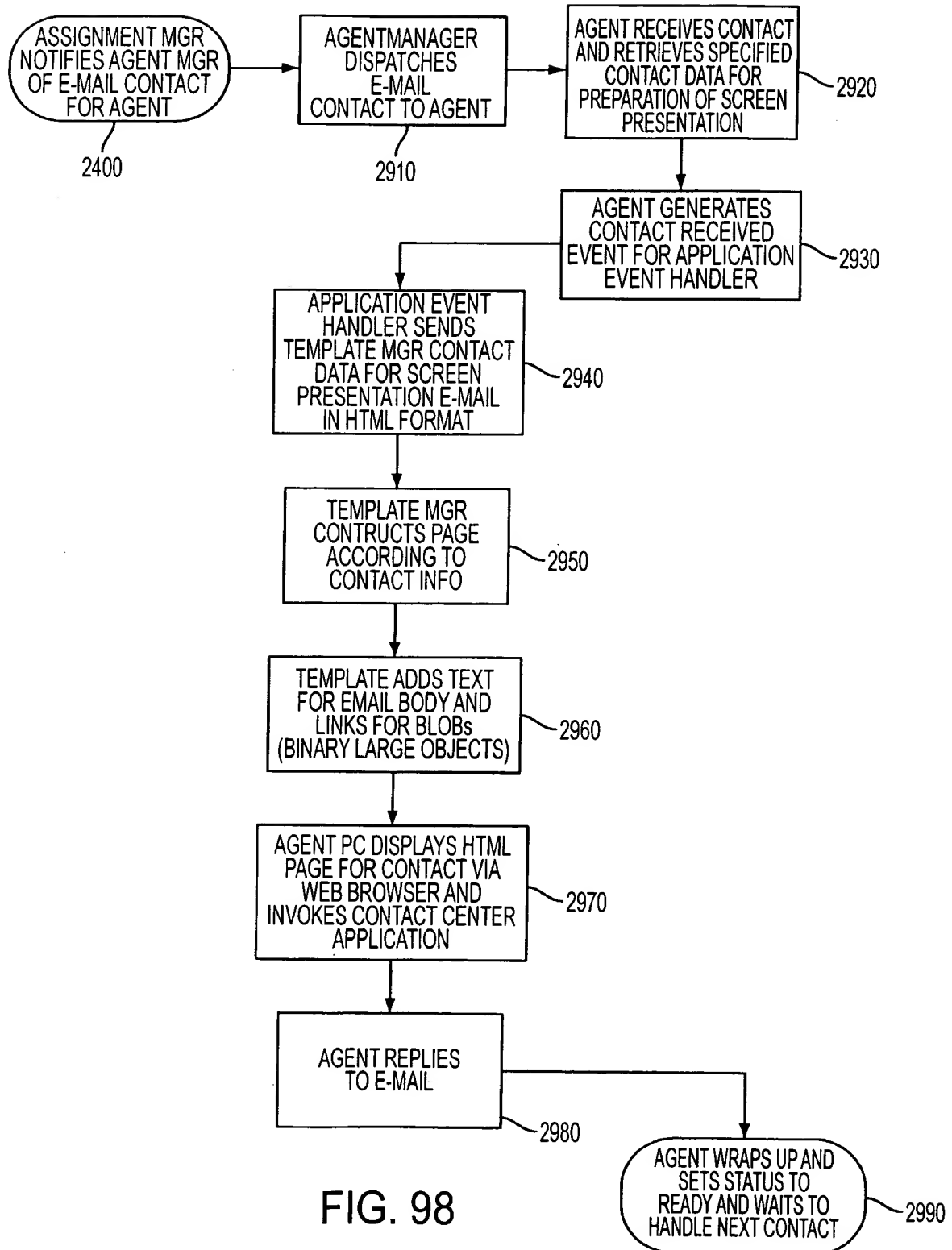
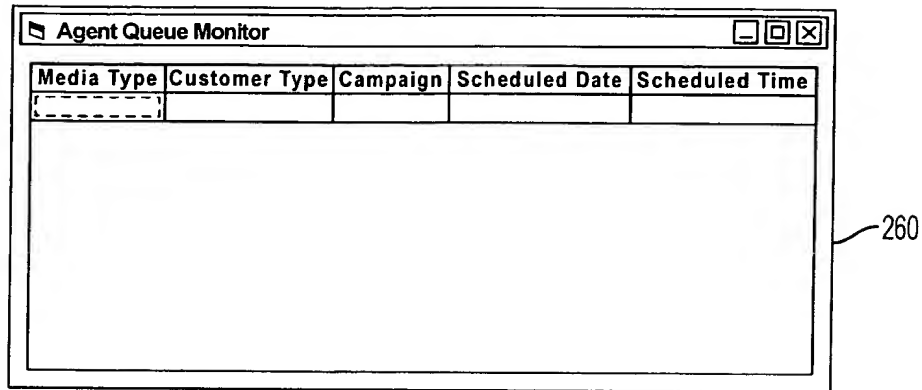


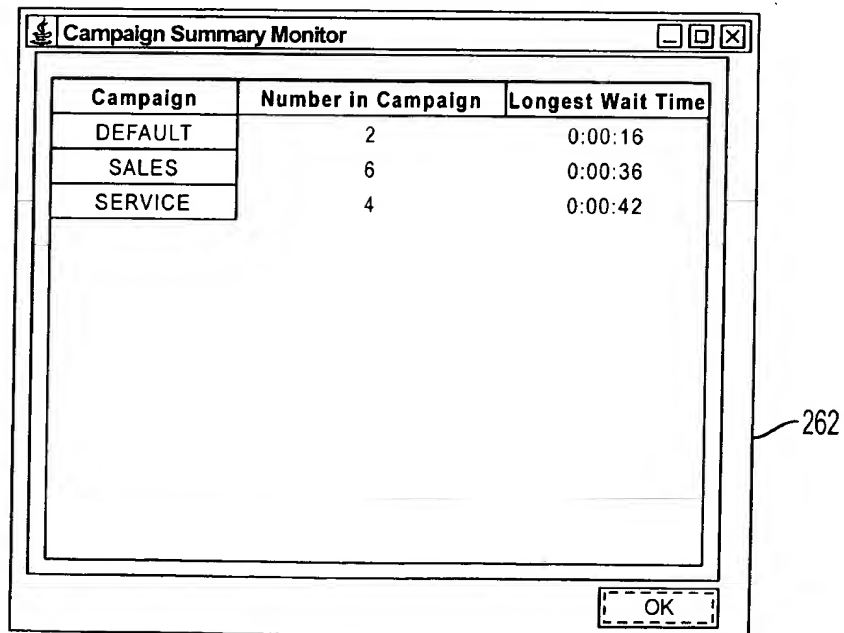
FIG. 98



The 'Agent Queue Monitor' window features a title bar with standard window controls. Below the title bar is a table with five columns: 'Media Type', 'Customer Type', 'Campaign', 'Scheduled Date', and 'Scheduled Time'. The table has one row with dashed borders, indicating it is a template. The main area of the window is a large, empty rectangular box. A reference number '260' is positioned to the right of the window.

Media Type	Customer Type	Campaign	Scheduled Date	Scheduled Time

FIG. 99

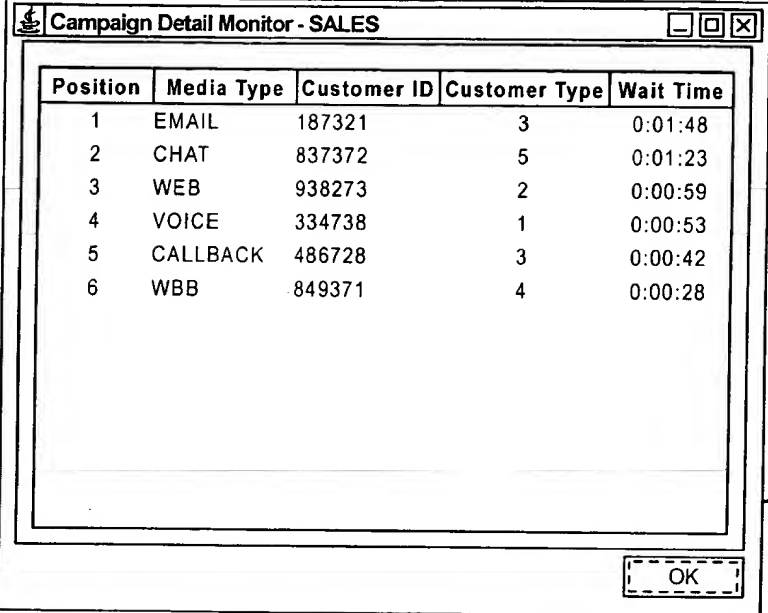


The 'Campaign Summary Monitor' window has a title bar with standard window controls. It contains a table with three columns: 'Campaign', 'Number in Campaign', and 'Longest Wait Time'. The table lists three campaigns: 'DEFAULT' (2, 0:00:16), 'SALES' (6, 0:00:36), and 'SERVICE' (4, 0:00:42). Below the table is a large, empty rectangular box. An 'OK' button is located at the bottom right of the window. A reference number '262' is positioned to the right of the window.

Campaign	Number in Campaign	Longest Wait Time
DEFAULT	2	0:00:16
SALES	6	0:00:36
SERVICE	4	0:00:42

OK

FIG. 100



Position	Media Type	Customer ID	Customer Type	Wait Time
1	EMAIL	187321	3	0:01:48
2	CHAT	837372	5	0:01:23
3	WEB	938273	2	0:00:59
4	VOICE	334738	1	0:00:53
5	CALLBACK	486728	3	0:00:42
6	WBB	849371	4	0:00:28

264

OK

FIG. 101

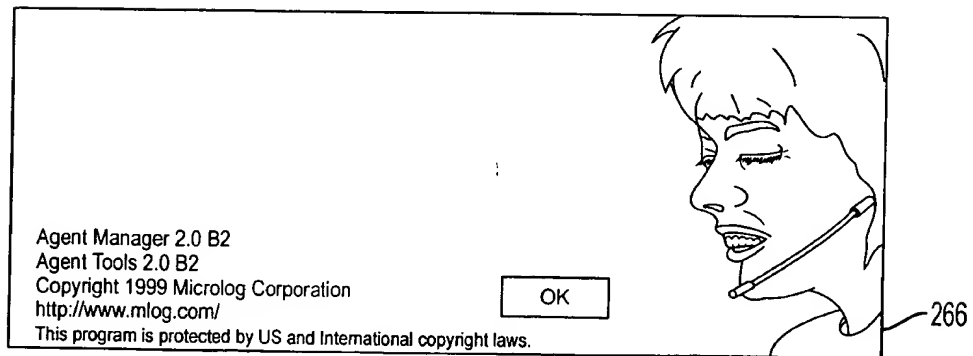


FIG. 102



FIG. 103

-270

FIG. 104